



Overview & Scrutiny Committee Thursday, 3rd June, 2021

You are invited to attend the next meeting of **Overview & Scrutiny Committee**, which will be held at:

Conference Suite - Civic Offices
on **Thursday, 3rd June, 2021**
at **7.00 pm**.

Georgina Blakemore
Chief Executive

**Democratic Services
Officer:**

Vivienne Messenger Tel: (01992) 564243
Email: democraticservices@eppingforestdc.gov.uk

Members:

As appointed at the Annual Council meeting on 25 May 2021.

**PLEASE NOTE THAT THIS MEETING IS OPEN TO ALL MEMBERS TO ATTEND
SUBSTITUTE NOMINATION DEADLINE 18:00**

WEBCASTING NOTICE

Please note: this meeting may be filmed for live or subsequent broadcast via the Council's internet site - at the start of the meeting the Chairman will confirm if all or part of the meeting is being filmed.

You should be aware that the Council is a Data Controller under the Data Protection Act. Data collected during this webcast will be retained in accordance with the Council's published policy and copies made available to those who request it.

Therefore by entering the Conference Suite and using the seating area, you are consenting to being filmed and to the possible use of those images and sound recordings for web casting and/or training purposes.

If you have any queries regarding this, please contact the Public Relations Manager on 01992 564039.

1. WEBCASTING INTRODUCTION

The Chairman will read the following announcement:

“I would like to remind everyone present that this meeting will be broadcast live to the internet (or filmed) and will be capable of repeated viewing (or another use by such third parties).

Therefore, by entering the Conference Suite and using the seating area, you are consenting to being filmed and to the possible use of those images and sound recordings for webcasting and/or training purposes.”

2. APOLOGIES FOR ABSENCE

3. SUBSTITUTE MEMBERS

To report the appointment of any substitute members for the meeting.

4. MINUTES (Pages 7 - 30)

To confirm the minutes of the meeting of the Committee held on 15 April 2021.

5. DECLARATIONS OF INTEREST

To declare interests in any item on the agenda.

In considering whether to declare a pecuniary or a non-pecuniary interest under the Council’s Code of Conduct, Members are requested to pay particular attention to paragraph (11) of the Code in addition to the more familiar requirements.

This requires the declaration of a non-pecuniary interest in any matter before Overview & Scrutiny which relates to a decision of or action by another Committee or Sub-Committee of the Council, a Joint Committee or Joint Sub-Committee in which the Council is involved and of which the Councillor is also a Member.

Paragraph (11) of the Code of Conduct does not refer to Cabinet decisions or attendance at an Overview & Scrutiny meeting purely for the purpose of answering questions or providing information on such a matter.

6. PUBLIC QUESTIONS & REQUESTS TO ADDRESS THE OVERVIEW AND SCRUTINY COMMITTEE

(Democratic & Electoral Services Team Manager) To receive questions submitted by members of the public and any requests to address the Committee, in accordance with Article 6 (Overview and Scrutiny) of the Council’s Constitution.

(a) Public Questions

Members of the public may ask questions of the Chairman of Overview and Scrutiny Committee at ordinary meetings of the Committee, in accordance with the procedure set out in the Constitution.

(b) Requests to address the Overview and Scrutiny Committee

Any member of the public or a representative of another organisation may address the Overview and Scrutiny Committee on any agenda item (except those dealt with in private session as exempt or confidential business), due to be considered at the meeting.

7. EXECUTIVE DECISIONS - CALL-IN

(Democratic & Electoral Services Team Manager) To consider any matter referred to the Committee for decision in relation to a call-in, in accordance with Article 6 (Overview and Scrutiny) of the Council's Constitution.

8. CORPORATE PRIORITIES 2021/22

(Leader of Council) To receive an overview of the Council's Corporate Priorities for 2021/22.

9. POLICY ON OUR APPROACH TO TREES CAUSING STRUCTURAL DAMAGE TO ASSETS (Pages 31 - 48)

To pre-scrutinise the attached report on the Council's new policy, prior to Cabinet's decision that is due on 21 June 2021.

10. CABINET BUSINESS (Pages 49 - 64)

Recommendation:

That the Committee review the Executive's current programme of Key Decisions to enable the identification of appropriate matters for the overview and scrutiny work programme and the overview of specific decisions proposed to be taken over the period of the plan.

Article 6 (Overview and Scrutiny) of the Constitution requires that the Committee review the Executive's programme of Key Decisions (the Cabinet Forward Plan) at each meeting, to enable the identification of appropriate matters for the overview and scrutiny work programme and to provide an opportunity for the overview of specific decisions proposed to be taken over the period of the plan.

The Constitution (Article 14 (Decision Making)) defines a Key Decision as an executive decision which:

- (a) involves expenditure or savings of £250,000 or above which are currently within budget and policy;
- (b) involves expenditure or savings of £100,000 or above which are NOT currently within budget and policy;
- (c) is likely to be significant in terms of its effect on communities living or working in an area comprising two or more wards;
- (d) raises new issues of policy;

- (e) increases financial commitments (i.e. revenue and/or capital) in future years over and above existing budgetary approval;
- (f) comprises and includes the publication of draft or final schemes which may require, either directly or in relation to objections to, the approval of a Government Minister; or
- (g) involves the promotion of local legislation.

Wherever possible, Portfolio Holders will attend the Committee to present forthcoming key decisions, to answer questions on the forward plan and to indicate where appropriate work could be carried out by overview and scrutiny on behalf of the Cabinet.

The Executive's current programme of Key Decisions of 1 May 2021 is attached as an Appendix to this report.

11. OVERVIEW & SCRUTINY COMMITTEE - WORK PROGRAMME (Pages 65 - 72)

(Democratic & Electoral Services Team Manager) Progress towards the achievement of the work programme for the Overview and Scrutiny Committee is reviewed at each meeting.

(a) Current Work Programme

The current work programme for the Committee is attached as an appendix to this agenda.

(b) Reserve Programme

A reserve list of scrutiny topics is developed as required, to ensure that the work flow of overview and scrutiny is continuous. When necessary, the Committee will allocate items from the list appropriately, once resources become available in the work programme, following the completion of any ongoing scrutiny activity.

Members can put forward suggestions for inclusion in the work programme or reserve list through the adopted PICK process. Existing review items will be dealt with first, after which time will be allocated to the items contained in the reserve work plan.

For information: A summary of previous scrutiny of external organisations undertaken is also attached.

12. OVERVIEW & SCRUTINY SELECT COMMITTEES - MEMBERSHIP 2021/22

To consider nominations for the appointment to membership of the select committees for the current municipal year and to make appointments to the position of chairman and vice-chairman of each select committee (report to follow).

13. SELECT COMMITTEES - WORK PROGRAMMES (Pages 73 - 80)

(Chairman of the Select Committee) Article 6 (Overview and Scrutiny) of the Constitution requires that the chairmen of the select committees report to the meeting in regard to progress with the achievement of the current work programme for each

select committee and on any recommendations for consideration by the Overview and Scrutiny Committee.

The current work programme for each select committee is attached as an appendix to this agenda.

14. EXCLUSION OF PUBLIC AND PRESS

Exclusion

(Team Manager - Democratic & Electoral Services) To consider whether, under Section 100(A)(4) of the Local Government Act 1972, the public and press should be excluded from the meeting for the items of business set out below on grounds that they will involve the likely disclosure of exempt information as defined in the following paragraph(s) of Part 1 of Schedule 12A of the Act (as amended) or are confidential under Section 100(A)(2):

Agenda Item No	Subject	Exempt Information Paragraph Number
Nil	Nil	Nil

The Local Government (Access to Information) (Variation) Order 2006, which came into effect on 1 March 2006, requires the Council to consider whether maintaining the exemption listed above outweighs the potential public interest in disclosing the information. Any member who considers that this test should be applied to any currently exempted matter on this agenda should contact the proper officer at least 24 hours prior to the meeting.

Background Papers

(Team Manager - Democratic & Electoral Services) Article 17 - Access to Information, Procedure Rules of the Constitution define background papers as being documents relating to the subject matter of the report which in the Proper Officer's opinion:

- (a) disclose any facts or matters on which the report or an important part of the report is based; and
- (b) have been relied on to a material extent in preparing the report and does not include published works or those which disclose exempt or confidential information and in respect of executive reports, the advice of any political advisor.

The Council will make available for public inspection for four years after the date of the meeting one copy of each of the documents on the list of background papers.

This page is intentionally left blank

EPHING FOREST DISTRICT COUNCIL OVERVIEW AND SCRUTINY MINUTES

Committee:	Overview & Scrutiny Committee	Date:	Thursday, 15 April 2021
Place:	Virtual Meeting on Zoom	Time:	7.00 - 10.00 pm
Members Present:	Councillors M Sartin (Chairman), R Jennings (Vice-Chairman) R Baldwin, P Bolton, L Burrows, D Dorrell, I Hadley, S Heather, H Kane, J Lea, S Murray, S Rackham, D Stocker, D Sunger, J H Whitehouse and D Wixley		
Other Councillors:	Councillors N Avey, R Bassett, S Kane, A Lion, C McCredie, A Patel, J Share-Bernia, C Whitbread and H Whitbread		
Apologies:	Councillors D Plummer and P Stalker		
Officers Present:	G Blakemore (Chief Executive), T Carne (Corporate Communications Team Manager), W Cockbill (Young Persons Assistant), N Cole (Corporate Communications Officer), V Gayton (Culture & Community Team Manager), D Gilson-Butler (Young Persons Officer), V Messenger (Democratic Services Officer), R Perrin (Democratic and Electoral Services Officer), L Wade (Service Director (Strategy, Delivery & Performance)) and G Woodhall (Team Manager - Democratic & Electoral Services)		
By Invitation:	Epping Forest Youth Councillors: S Bazzoni, N Moffat, M Prinsloo and A Zarras; and S Garner, Assistant Director, Southend, Essex & Thurrock Children & Young Peoples Emotional Wellbeing & Mental Health Collaborative and Programme Director Joint Commissioning SEND (Essex)).		

87. WEBCASTING INTRODUCTION

The Chairman reminded everyone present that this virtual meeting would be broadcast live to the Internet, and that the Council had adopted a protocol for the webcasting of its meetings.

88. SUBSTITUTE MEMBERS

The Committee noted that Councillor H Kane had been appointed as substitute for Councillor P Stalker.

89. MINUTE'S SILENCE FOR HRH THE PRINCE PHILIP, DUKE OF EDINBURGH

The Chairman, Councillor M Sartin, invited all members to join in a one minute's silence as a mark of respect following the death of HRH The Prince Philip, Duke of Edinburgh, on 9 April 2021.

90. MINUTES

RESOLVED:

That the minutes of the meeting held on 2 February 2021 be taken as read and signed by the Chairman.

91. DECLARATIONS OF INTEREST

There were no declarations of interest pursuant to the Council's Members' Code of Conduct.

92. PUBLIC QUESTIONS & REQUESTS TO ADDRESS THE OVERVIEW AND SCRUTINY COMMITTEE

The Committee noted that no public questions or requests to address the meeting had been received.

93. EXECUTIVE DECISIONS - CALL-IN

The Committee noted that no executive decisions had been called-in for consideration since the previous meeting.

94. ANNUAL REVIEW OF THE WORK UNDERTAKEN BY EPPING FOREST YOUTH COUNCIL

The Committee received an annual progress report on the work undertaken by the Epping Forest Youth Council supported by the Community, Culture and Wellbeing Team. Four Youth Councillors, Aliza Zarras from West Hatch, Martin Prinsloo from Davenant Foundation, Natalie Moffat from Roding Valley and Sonny Bazzoni from Epping St John's gave an informative presentation on the activities of the Youth Council. Their views on the challenging year that unfolded with the unprecedented Covid crisis and national lockdowns was inspiring for the Committee to hear, and especially how the Youth Council's work had helped them and their fellow students in the District's secondary schools cope. The Community, Culture and Wellbeing Team was also commended for their guidance, training and support in continuing the strength of the District's national award-winning Youth Council.

Highlights included:

- A thank you for Council funding of £5,000 for the years 2019, 2020 and 2021;
- Awards and additional funding received from the Jack Petchey Foundation;
- #Your Say survey where young people shared their experiences during the Covid pandemic, and that the top three concerns were mental health, loneliness and isolation and education pressures;
- MiLife C19 project and website <https://www.rbf.org.uk/milife> that was helping young people to build their emotional resilience;
- MiLife C19 promotional film had been distributed to seven District's secondary schools see link <https://www.eppingforestdc.gov.uk/youth-council-launch-new-wellbeing-project/>
- October 2020 half term community day litter picking event;
- Staying safe campaign poster of youth councillors wearing their face coverings;
- 'Keep your Granny safe' poster in October 2020 to remind everyone of the Covid guidelines for 'hands', 'face' and 'space' on hygiene and socially distancing;
- Consultations and surveys undertaken with various local to national organisations;
- EFYC topical mugs were sent to NHS staff at Princess Alexandra Hospital in February 2021 to remind them to take regular breaks;
- Mugs were also sent to the secondary/independent schools' headteachers/headmaster;

- Being (virtual) guests of the Right Honourable Dame Eleanor Laing MP and the High Sheriff of Essex;
- Having a youth voice and their continued liaison with other Essex youth councils;
- Future EFYC projects, one of which had involved researching their family histories and working with Epping Forest District Museum on the exhibition on the Loughton Boys, holocaust survivors; and
- Taking part on the EFYC 2021 conference in November 2021.

Councillor M Sartin, had been very impressed with the powerful message conveyed in the EFYC's Keep your Granny safe poster.

Councillor S Rackham asked the youth councillors what had helped them get through the Covid pandemic? N Moffat replied that having something to do every day had made her feel active and the world more normal. M Prinsloo recalled that when the lockdown had started the Youth Council saw what the problems were and had wanted to make people feel less lonely and making the videos had helped him. S Bazzoni said that the Youth Council's work had benefitted and helped him as their work had reached over 5,000 others and he was proud to be playing a part in that.

Councillor D Sunger praised the 'Staying safe campaign' poster which featured the youth councillors all wearing face coverings and asked if Zoom had helped youth councillors to connect more? S Bazzoni replied that Zoom had definitely assisted the youth councillors to socialise virtually with each other more and with other youth councils. A Zarras was looking forward to meeting others outside more. M Prinsloo agreed Zoom had helped but there had been some issues and they needed screen breaks, which had helped at school. Also Zoom allowed more people to interact virtually at the same time.

Councillor S Murray remarked that the funding achieved was impressive and that teachers were very impressed with the resilience of young people during the Covid crisis. The Councillor asked what had been the most difficult thing to face during Covid and what had the youth councillors got from the Duke of Edinburgh scheme? M Prinsloo replied that he was not taking part in the scheme because of the lockdowns but he would apply later. The three MiLife C19 top key issues on mental health, loneliness and educational pressures were the most difficult to overcome. S Bazzoni said that he had applied to do the scheme before lockdown but unfortunately the Royal Air Force cadets had shutdown. Mental health was the largest issue and cause for concern regardless of the Covid pandemic but became elevated because of the lockdown. Most young people had been more affected by the lockdowns but not Covid, so keeping the schools open had been the best decision. N Moffat agreed that lockdowns had been hard for teenagers because of the isolation from the people you wanted to talk to, your friends. Also, six youth councillors were already doing the Duke of Edinburgh scheme.

Councillor H Kane, as the previous portfolio holder and as a supporter of the Youth Council, was very proud of their work, how they had adapted and congratulated them.

Councillor C McCredie said that three youth councillors had made a presentation to the Epping Forest Independent Advisory Group a month ago and thanked D Butler, Young Persons Officer for her guidance.

Councillor A Patel was very impressed by the high standard of their presentation and how their voice was being heard by other youth organisations.

Councillor H Whitbread remarked that she was a big champion of the Youth Council and had started there herself ten years ago. It was a fantastic opportunity for young people to show leadership on key issues and long may the Youth Council continue.

Ms S Garner, who had been invited by the Committee to address members on mental health services for young people, agreed that it was important for young people to influence decisions and to continue to champion mental health and wellbeing.

Councillor M Sartin thanked the youth councillors for the informative presentation on the work that they had achieved throughout the year and wished them luck on their Youth Council Conference later in the year. She invited the youth councillors to stay to hear the next presentation on mental health services for young people which complemented the key issues that they had talked about.

Resolved:

- (1) That the annual progress of the work undertaken by the Epping Forest Youth Council during 2020/21 supported by the Council's Community, Culture and Wellbeing team, be noted.

95. LOCAL MENTAL HEALTH SERVICES FOR YOUNG PEOPLE - SCRUTINY OF EXTERNAL ORGANISATION

The Chairman introduced Ms S Garner who was the Assistant Director, Southend, Essex & Thurrock Children & Young Peoples Emotional Wellbeing & Mental Health Collaborative and Programme Director Joint Commissioning SEND (Essex) and was based at St Margaret's Hospital in Epping. She collaborated with seven Clinical Commissioning Groups and three local authorities. As she was the lead commissioner in Essex, equal access across Essex was important. Targeted and specialist services for children and young people 0–18 were accessed via a single point of access, supported by a County-wide crisis team, learning disability service and eating disorder service. Continued support where clinically appropriate was also available up to age 25. There was a locality hub based at Harlow and others sited in each CCG area. Various mental health disorders were covered, but of all the referrals, including self-referrals, coming into the Essex single point of access, 25 per cent were referred on to other people/organisations. The Crisis Support teams visited individuals to review and assess them 24/7. The Children and Young People Eating Disorder service, which covered anorexia and bulimia, and the Learning Disability service had seen a rise for their services during the lockdowns. There were seven community teams that worked alongside six youth offending service workers. There was a lot of provision with place base teams, life coaching and various support help available. The referrals between 2015 and 2020 had increased annually, but it was better to catch these early. During the Covid pandemic services had continued to operate as usual. Digital help offer had been expanded through apps and online therapy. Group therapy and support offers were widened, as was communication through schools and community groups to reach young people in need. Additional support was being provided for community eating disorder services and the voluntary and community sector to support the Crisis teams and single point of access. Future plans for young people's mental health services were outlined, which included development of 0–25 services, and getting risk support and the Crisis teams integrated and working across the NHS and Children's Services.

The Chairman invited the youth councillors and Community, Culture and Wellbeing team to stay and ask questions after members as their input would be welcome.

Councillor M Satin continued that mental health services for young people was a very broad area.

Councillor S Rackham asked how many referrals had there been over the Covid period and now the UK was coming out of the latest lockdown would cases decrease? An increase in anorexia was highlighted but had there been increases in any other mental health issues? S Garner advised that there had been a year-on-year rise in demand for their services predominantly from anxiety and depression, which could be because of parents losing their jobs, losing their home, poor housing could affect children, not having enough food, or anxiety from young people worried about being in a large group. Anyone could self-refer. There had been a sharp rise in young people feeling very lonely and isolated, as well as a rise in anorexia, but there had been an £800,000 funding increase with more bids to the NHS. Numbers had reduced going into the December 2020 lockdown but were increasing as we came out of this lockdown.

Councillor S Murray asked what constituted a crisis? From feedback as a teacher, how long did it take to access these services if it was not a crisis? With the expansion of young people's mental health services was there a problem recruiting staff? S Garner replied that a crisis was an overdose, self-harm or a young person wanting to take their own life. Those in the middle ground were triaged in as soon as possible but non-urgent cases could take twelve weeks depending on priority of need. Mental health nurses were in decline and Covid had affected the nursing sector but there was no problem in recruiting to less face to face roles.

Councillor D Sunger remarked that although there were lots of referrals from people who recognised there was a problem, what about silent cases, because although early intervention was the best option, how long did it take sometimes to get to a person who was in need? Were teachers trained to see any early signs? Also, the flowcharts were very interesting, and he asked if these could be circulated and included in the minutes of the meeting? Ms S Garner replied it was hard to say about silent cases and that was the fear because a child might need help. There were lots of avenues to go down to assess how much someone's mental health had deteriorated. There were mental health school teams in 25 per cent of schools, and it was better to meet a person's need early on.

Councillor H Kane asked if home visits were more reassuring? S Garner replied that the Crisis teams undertook home visits and there were no plans to expand home provision. During the past year most were conducted virtually via video or over the phone, as it was difficult to socially distance in the space in hospital clinics.

Councillor D Wixley asked at what point did you define mental health issues? With the pressures on young people where did you draw the line in that, when must they cope with it and when did you intervene? S Garner replied that she was not a clinician, but they did an assessment to see if the young person could be counselled or needed some form of medication. For psychosis, medication was the only way to help usually, but medicating children was a last resort.

A Zarras asked S Garner what had inspired her to motivate mental health? S Garner replied that she liked mental health. It was a difficult issue, but very interesting and exciting. The stigma had declined, and this had been helped by celebrities coming forward. We needed to normalise mental health and help each other and include people more.

S Bazzoni asked about male suicides, which were astronomically high. What was the main cause and were males in the younger generation less able to speak out?

S Garner replied that females had bigger friendship groups and reached out more. Men were seen as strong, independent males and loneliness was a key factor that affected men more. It was ok to not be ok if you were a young man.

Councillor M Sartin asked of the 18,000 referrals this year, had more females in Essex self-referred? S Garner advised that more males were referred by parents and teachers, but she could provide the breakdown of the figures after the meeting. It was noted that the Democratic and Electoral Services Manager would be able to circulate these to members after the meeting.

Councillor A Patel asked how the outcome for a child was measured and what evaluation was done that the right treatment had been provided? S Garner advised that they used a clinical outcome. The GAD (generalised anxiety disorder) score was used and the PHQ-9 (public health questionnaire depression test) score. There was also the patient experience group and a group of young ambassadors provided vital feedback, which was used to improve services. The mental health sector was ever moving forwards and they were continuously adding services. The sector had to listen to these children and every year the Mental Health Transformation Programme Annual Report was published, which was a national document due yearly in September.

The Chairman thanked S Garner for attending and presenting an overview of the young people's mental health services and answering all of their questions. It had been very illuminating especially the help given to a large number of people in the wider area of Essex. It was very important that mental health was out there in the public domain and that the youth councillors had been able to participate during the meeting.

Resolved:

- (1) That the external scrutiny by the Committee of young people's mental health services in Epping Forest and Essex, be noted;
- (2) That the presentation slides of the flowcharts be added to the minutes; and
- (3) That the Democratic and Electoral Services Manager was to circulate the breakdown and figures of self-referrals by females/males in the past year to members.

96. OVERVIEW AND SCRUTINY 2020/21 DRAFT ANNUAL REPORT

The Chairman emphasised that this was the first draft of the Overview and Scrutiny 2020/21 Annual Report, as it was not completed yet. The photographs on the cover were not final, as the Civic Offices' refurbishment was nearing completion. If members had any comments, she asked members to forward these to Democratic Services. The final draft would be submitted to the Committee on 1 July 2021 and then to Council for approval on 29 July 2021.

Councillor D Wixley said he would report some minor corrections directly and that the last select committee cycle was still finishing, so this still needed to be factored into the final report.

Councillor S Murray remarked that this was our report and members needed to take ownership of it. Overview and Scrutiny had three key functions – scrutiny of external services and bodies, the scrutiny role of the Council and its services and that it acted

as a body of the call-in mechanism. There was a national executive scrutiny model and the call-in mechanism was very important but rarely used by this Council, so when it was used, it was because members were really unhappy with a Cabinet or Portfolio Holder decision. The Councillor wanted greater detail to be given on the two call-in requests especially as the Joint Meeting of the Overview and Scrutiny Chairmen and Vice-Chairmen seemed more detailed to him. Councillor M Sartin replied that she would discuss this with Democratic Services officers before the final version of the report but if Councillor Murray wanted to email details of what he wanted included, then to contact Democratic Services.

Councillor J H Whitehouse said we should ask ourselves who this annual report was for. When the Cabinet model for scrutiny was introduced in 2000, there was a real enthusiasm for scrutiny. The Council took up residents' concerns and reports were written by officers which were publicised in libraries for the benefit of residents. The annual report was written in the style of minutes and although she found the sections on the Agenda Planning Group and Joint Meeting interesting, she could not imagine residents being very interested in the annual report. She thought some of the external scrutiny could be better dealt with by a Task and Finish Panel that could be done over a few weeks, not months. The report showed that we were looking at things more internally rather than the scrutiny concerns of residents. The Chairman replied that this report was looking back at the scrutiny undertaken over the last year. Perhaps this was a discussion to have at another time to look at how scrutiny could be undertaken by the Council.

Resolved:

- (1) That the first draft of the Overview and Scrutiny 2020/21 Annual Report of the work undertaken during the past municipal year, be agreed, subject to members submitting any further comments to Democratic Services;
- (2) That the final draft be reported to Overview and Scrutiny Committee at the meeting on 1 July 2021; and
- (3) That the Annual Report be submitted to Council on 29 July 2021 for approval.

97. CORPORATE PLAN KEY ACTION PLAN YEAR 3 2020/21 - QUARTER 4 PERFORMANCE REVIEW

This report reviewed and commented on the delivery against the quarter 4 milestones specifically the projects that highlighted exceptions, which was determined by a red status. There were more 'reds' than in previous quarters but the reasons for the red status were referenced. The focus on the red status was where there had been missed targets on key milestones, a key issue of resolution or KPIs had missed targets. These had been reviewed in detail at the recent Stronger Council Select Committee. The majority of cases would be re-baselined to achieve a green status and the reasons for this would be referenced. The quarter 4 KPIs had been unavailable because of the timing of the reporting period and these would be available in the minutes. Also, People KPIs were in their infancy. Staff turnover had increased mainly because of the ICT restructure.

Councillor D Dorrell queried the re-baselining of project milestones and that better descriptions would be helpful. He wanted to know what would be carried over into 2021/22 where delivery had been intended for 2020/21. L Wade, Strategy, Delivery

and Performance Service Director, replied that she would supply this information, which was to be included in the minutes.

Councillor D Wixley was worried by the high staff turnover and asked if the Council had a process of interviewing staff when they left, as there was a concern about efficiency when losing experienced people. The Strategy, Delivery and Performance Service Director replied that the ICT restructure had involved new roles and not all staff had been successful at interview. The Council did hold exit interviews and collated information on this. Also, the Senior Leadership Team looked at employee feedback on a quarterly basis.

Councillor J H Whitehouse asked where the project to create vibrant high streets and town centres had got to? The Strategy, Delivery and Performance Service Director advised that progress on this was reported to the Stronger Place Select Committee.

Councillor S Murray highlighted that a more detailed report had been reviewed by Stronger Council Select Committee on 13 April 2021 and that the meeting could be viewed on the webcast.

Resolved:

- (1) That the Committee reviewed the quarter 4 performance report;
- (2) That the updated quarter 4 KPI performance reporting be included in the minutes (see attached); and
- (3) That information on the re-baselining of project milestones that would be carried over into 2021/22 where delivery had been intended for 2020/21, be provided in the minutes (see Post Meeting update below).

(Post meeting update: Re-baselining of project milestones carried over into 2021/22:

Projects from FY20-21 rolling over to FY21-22

<u>Programme / Project</u>	<u>Milestones for FY21-22</u>
<ul style="list-style-type: none"> • <i>Waltham Abbey Community & Cultural Hub</i> 	<ul style="list-style-type: none"> • <i>Confirm EFDC capital funding</i> • <i>Produce/agree SLA for management of revised facilities</i> • <i>Detailed proposal sign-off (FY21/22-Q1)</i>
<ul style="list-style-type: none"> • <i>Fix The basics</i> 	<ul style="list-style-type: none"> • <i>CHW 1st line migration to contact centre</i> • <i>Contact centre Operating Hours review</i>
<ul style="list-style-type: none"> • <i>Digital Customer Journey</i> • <i>Digital Members Journey</i> 	<ul style="list-style-type: none"> • <i>Customer single sign-on</i> • <i>Councillor Portal</i>
<ul style="list-style-type: none"> • <i>Research & Feasibility Recommendations</i> 	<ul style="list-style-type: none"> • <i>Establish Corporate objectives for Community Data Insight objectives</i> • <i>Provide Options for Data analysis tools</i>
<ul style="list-style-type: none"> • <i>High Performing and Flexible Workforce</i> 	<ul style="list-style-type: none"> • <i>Digital Performance Management Review and implementation</i> • <i>New automated recruitment process through iRecruit</i>

<ul style="list-style-type: none"> • <i>Internal Policy and Process improvement</i> 	<ul style="list-style-type: none"> • <i>Automate people management by moving to digital processes</i> • <i>People policy review / refresh</i>
<ul style="list-style-type: none"> • <i>Flexible and Remote Working</i> 	<ul style="list-style-type: none"> • <i>O365 rollout complete</i> • <i>Govroam (Wi-Fi roaming in public sector locations) complete</i>
<ul style="list-style-type: none"> • <i>Mobile Phone Review</i> 	<ul style="list-style-type: none"> • <i>Assessment and strategy complete</i>
<ul style="list-style-type: none"> • <i>Infrastructure Review</i> 	<ul style="list-style-type: none"> • <i>Infrastructure testing complete</i> • <i>Further Infrastructure strategy action plan complete</i>
<ul style="list-style-type: none"> • <i>Business Application Review</i> 	<ul style="list-style-type: none"> • <i>Supplier management process implemented</i> • <i>Strategy and plan for business application architecture</i>
<ul style="list-style-type: none"> • <i>Council Housebuilding</i> 	<ul style="list-style-type: none"> • <i>Planning permission granted</i>
<ul style="list-style-type: none"> • <i>Housing and Asset Management System</i> 	<ul style="list-style-type: none"> • <i>Initial tender response and evaluation complete</i> • <i>Cabinet approval and award</i>
<ul style="list-style-type: none"> • <i>Climate Action Plan</i> 	<ul style="list-style-type: none"> • <i>Cabinet adoption of Climate Action plan</i>
<ul style="list-style-type: none"> • <i>Green Infrastructure Strategy</i> 	<ul style="list-style-type: none"> • <i>Cabinet consideration of strategy for endorsement as a material planning consideration</i>
<ul style="list-style-type: none"> • <i>Digital Planning Process Improvement & Digital Solution</i> 	<ul style="list-style-type: none"> • <i>Phase 1 implementation</i>
<ul style="list-style-type: none"> • <i>Local Plan</i> 	<ul style="list-style-type: none"> • <i>Main Modifications consultation</i> • <i>Adoption of local plan</i>
<ul style="list-style-type: none"> • <i>Digital Enablement and Gateway</i> 	<ul style="list-style-type: none"> • <i>Phase 1 implementation</i>
<ul style="list-style-type: none"> • <i>Business Zone</i> 	<ul style="list-style-type: none"> • <i>Appraisal option completed</i>
<ul style="list-style-type: none"> • <i>Town Centre Regeneration</i> 	<ul style="list-style-type: none"> • <i>Presentation to Cabinet</i>

98. CABINET BUSINESS

Cabinet's Key Decision List updated to the 1 April 2021 was scrutinised by the Committee and the following points were raised.

(a) Finance and Economic Development Portfolio

On the Town Centre Regeneration of Loughton, Epping and Buckhurst Hill, Councillor S Murray asked would member input be sought from Loughton councillors? No officers had contacted them, yet they had some expertise and

wanted to see discussion at an earlier stage in the drafting of this report. Councillor A Patel advised that the officer was still researching this project for the report draft but would liaise with ward councillors. Councillor S Murray replied that town centres did not work like that as all his ward residents used the High Road and The Broadway and he would not be satisfied if just the ward councillors were consulted. The Chairman agreed that some discussion before the report was produced and finalised would be necessary, and believed the lead officers were N Dawe, Chief Operating Officer, and J Houston, Partnerships and Economic Development Specialist. The Leader, Councillor C Whitbread, assured councillors that there would be input from District and Town councillors. The Epping scheme had been done with Essex County Council, so local input was important, and input from businesses, as they were all partially shaping the future place. The final impact of Covid on high streets was not known.

(b) Environmental and Technical Services Portfolio

Councillor J H Whitehouse remarked that Cabinet could not make a decision on the transfer of services to Qualis before pre-scrutiny and also Epping Leisure Centre deserved scrutiny. The Chairman replied pre-scrutiny was an opportunity for members to raise any concerns. The Leader emphasised that the Key Decision List showed the decision timelines and highlighted the importance of scrutiny before a Cabinet decision. G Blakemore, Chief Executive, advised that transfers of services to Qualis had been moved from Stronger Place Select Committee to Overview and Scrutiny Committee to give members this pre-scrutiny opportunity. Councillor S Murray asked that sufficient time in a future agenda needed to be factored in. Councillor B Jennings agreed this Committee should rightfully pre-scrutinise in depth the transfer of services to Qualis. It was noted that an extra meeting of this Committee had been arranged for 8 June 2021 for members to pre-scrutinise three Qualis items.

(c) Housing and Community Portfolio

Councillor S Murray sought assurance that all Council Policies should be pre-scrutinised by the appropriate select committee before a Cabinet decision. This should, therefore, apply to the Allocations Policy and Tenancy Policy. The Chairman agreed such policies should be pre-scrutinised. Councillor H Whitbread advised that this should be undertaken by the Stronger Communities Select Committee.

Resolved:

- (1) That the Committee reviewed the Executive's current programme of Key Decisions of 1 April 2021 to enable the identification of appropriate matters for the overview and scrutiny work programme and the overview of specific decisions proposed to be taken over the period of the plan;
- (2) That an extra meeting of the Overview and Scrutiny Committee to pre-scrutinise three Qualis items be arranged for 8 June 2021; and
- (3) That Stronger Communities Select Committee should pre-scrutinise the Allocations Policy and Tenancy Policy.

99. OVERVIEW & SCRUTINY COMMITTEE - WORK PROGRAMME**(a) Current work programme**

Standing items on (3) Accommodation Strategy and (4) People Strategy had already been removed from the work programme and were being reviewed by Stronger Council Select Committee. Item (2) Group Company Structure would be looked at by this Committee at the first meeting in the municipal year on 3 June 2021. All other work programme items had been completed during 2020/21 except item (23) Environmental Information Requests (EIRs) regarding pre-scrutiny of charging for this service, which would be carried over into 2021/22.

(b) Reserve work programme

The reserve programme was noted.

The Democratic and Electoral Services Manager advised that he was starting to draft the Committee's 2021/22 work programme and asked members to contact Democratic Services with their suggestions.

Resolved:

- (1) That the current Overview and Scrutiny work programme for 2020/21 be noted;
- (2) That the current reserve programme be noted; and
- (3) That members contact Democratic Services with their suggestions for the 2021/22 work programme.

100. SELECT COMMITTEES - WORK PROGRAMMES**(a) Stronger Communities Select Committee**

Councillor D Sunger reported that four meetings had been held so far with a fifth due on 22 April 2021. Essex Police District Commander for Epping Forest and Brentwood, Chief Inspector Ant Alcock, had attended the last meeting on 30 March when members had received interesting updates on current policing activities and crime issues in the District. The Epping Forest Community Safety Partnership Annual Strategic Assessment, Annual Report and Partnership Plan were reviewed, as was the six-month report on the work of the Council-funded Police Officers.

Councillor S Murray had attended that meeting and thanked Councillor D Sunger for the inclusive way that he had chaired it.

Councillor J H Whitehouse queried item 17, Museum collections, which had no date for when this item would be reviewed by the select committee. Work on the museum collections did not have to be finished before a report came before the select committee. Councillor D Sunger noted that she would like a report on what was happening to the collections to be considered at the next meeting.

(b) Stronger Council Select Committee

Councillor P Bolton reported on the ICT update and that members had been concerned by the large change of staff. However, this had been because of the

nature of the change of the ICT programmes, which because they had changed so drastically, not all officers had been suited to the new developments. There was a big bedding in process while this restructure was ongoing which the select committee would monitor. The People Team did undertake exit interviews which were acted upon when necessary. The People Strategy set out the achievements realised during year 1 for 2021/22 and what would be achieved in year 2 for 2021/22. The Accommodation Strategy regarding the upgrading of the Civic Offices was completed and it was hoped that meetings would take place soon. A high court hearing was due to be heard on 21 April 2021 to agree if there could be an extension on distance / virtual meetings, but members would be let into the Civic Offices when it was safe to do so.

Councillor S Murray asked if small groups of members would be allowed to view the Civic Offices? The Strategy, Delivery and Performance Service Director replied that there was a phased return for Conder Building staff and then the offices would be used for postal vote issuing and opening sessions, so early to mid-May seemed to be the earliest councillors might be able to access to the offices.

(c) Stronger Place Select Committee

Councillor S Heather advised that the select committee had completed all its work programme apart from item 6, sheltered housing. Officers were now looking at leasing furniture instead of purchasing and the refurbishment of sheltered housing accommodation was ongoing. Members had also reviewed the Local Enforcement Plan and pre-scrutinised the Green Infrastructure Strategy before a decision by Cabinet in April 2021.

Resolved:

- (1) That the Committee noted the work programmes of the three select committees.

101. EXCLUSION OF PUBLIC AND PRESS

The Committee noted that there was no business which necessitated the exclusion of the public and press from the meeting.

The Chairman thanked all members of Overview and Scrutiny for attending over the last year and expressed her thanks to the vice-chairman, Councillor B Jennings, for all his help throughout 2020/21. The Chairman also thanked officers for their hard work. It had been an unusual municipal year with the Covid pandemic but hopefully everyone would be able to move into a more normal procedure by the next municipal year.

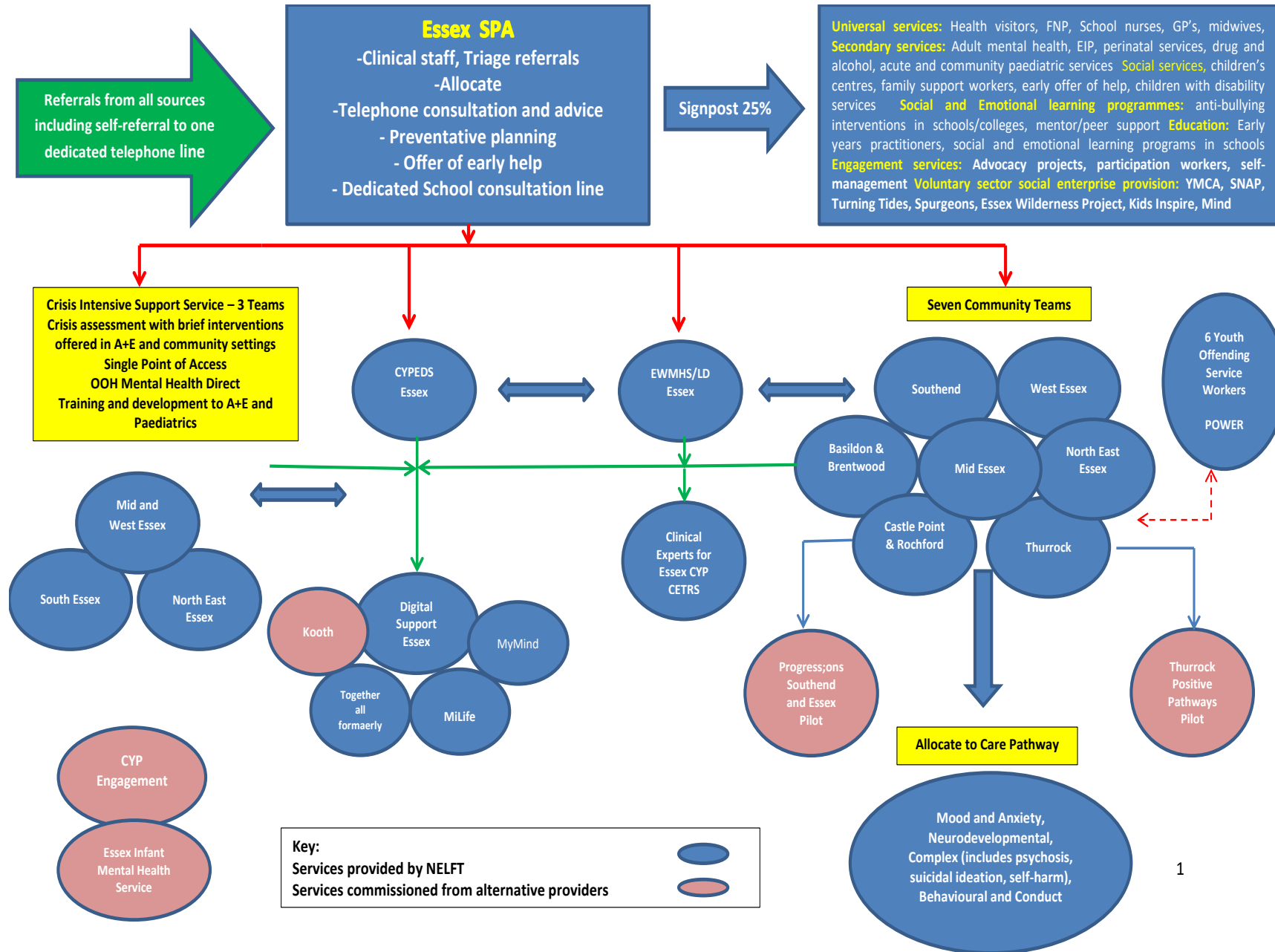
CHAIRMAN

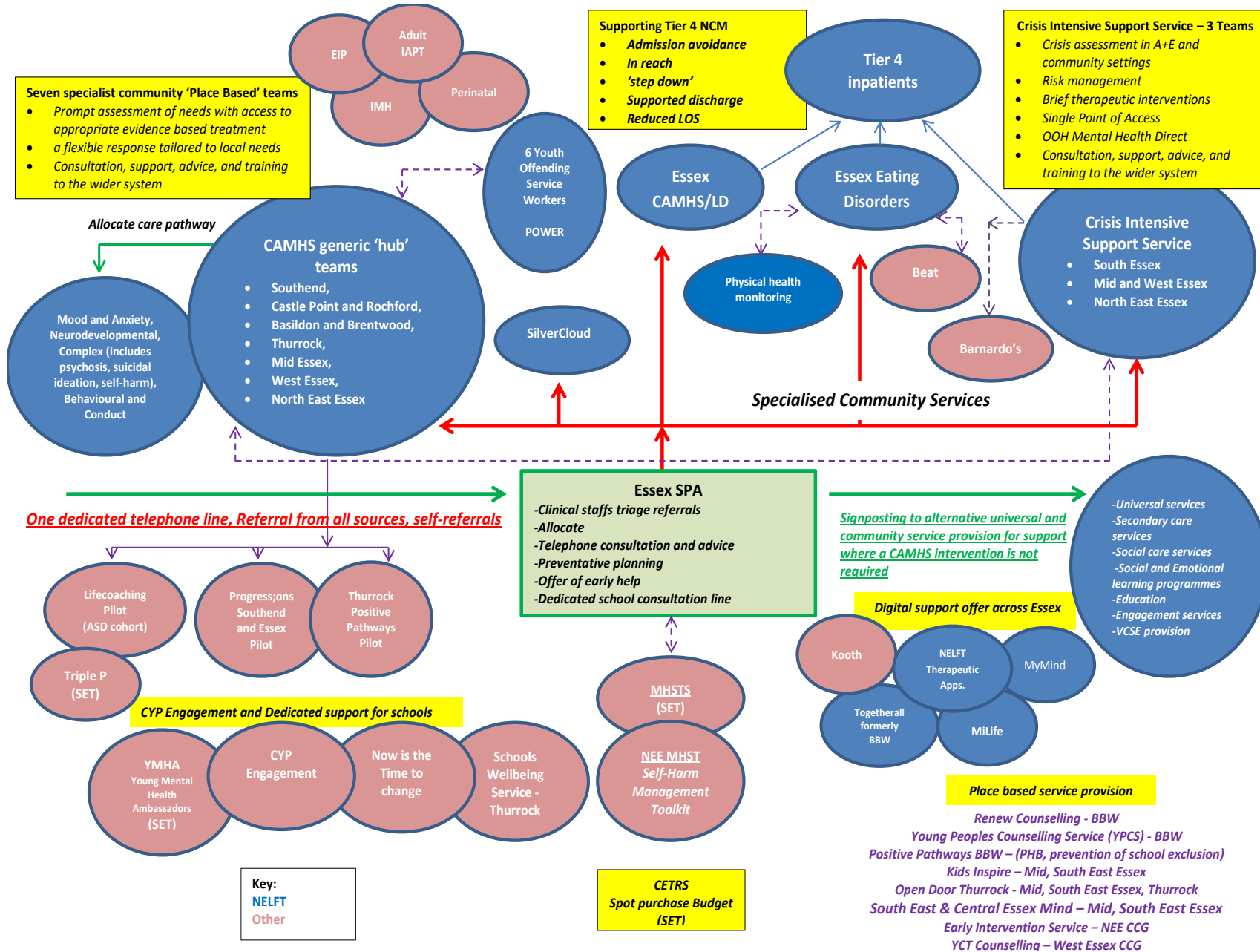
Emotional Wellbeing and Mental Health of CYP – Essex

Sarah Garner

Associate Director EWMHS (Essex Collaborative)

NELFT slides kindly provided by Sharon Hall, AD
Childrens Services





Continuation of Pathway Development



2. Quarterly KPI performance reporting

Q4 data not available for reporting deadline. Update to be provided verbally in committee session.

Stronger Communities KPIs				
Key Performance Indicator	Progress			Comments
	20/21	Actual	Target	
Customer Services: Overall Customer Satisfaction	Q1	69%	80%	
	Q2	71%	80%	
	Q3	71%	80%	Key customer frustration has been around missed waste collections and bin deliveries, which is being addressed plus feedback on ease of finding information on our website which will be addressed via our digital strategy. On a positive note, customers who have used our online forms have given good feedback on ease of self-serve.
	Q4	74%	80%	There has been a small increase in the Customer satisfaction KPI since we are now gathering feedback across more channels. We have made a significant change to the website survey, made it easier for customers to give their feedback and for our Customer Contact Team to respond to comments. The survey is also more visible on every page allowing us to discover which service area is receiving more feedback for us to deal with.
Customer Services: First Point Resolution	20/21			
	Q1	49%	45%	
	Q2	50%	45%	
	Q3	47%	45%	Call causation codes were re-introduced 1/11/20 after a period of significant under resourcing in the Contact Centre. Call volumes since that date were 11,102 of which 673 calls were straight forward transfers to Qualis. If this significant volume continues, we will look at ways of improving. The next highest area for call transfers was Planning with customers requiring technical support.
	Q4	44%	45%	This quarter has as seen our highest call volumes (as per below) due to Revenue calls overflowing into the Contact Centre. During Q4 we've had to sign post Revenue overflow customers relating to Business Grants, Council Tax reminders and year end billing to our website or attempt to transfer customers who were vulnerable or digitally unable and could not use our website to self-serve.

Customer Services: Complaints resolved within SLA	20/21	Actual	Target	
	Q1	n/a	n/a	Not previously reported
	Q2	n/a	n/a	Not previously reported
	Q3	90%	85%	A total of Ninety-one complaints received for the full quarter. Some examples for complaints include noise issues taking longer to resolve as lack of access to resident houses to set up noise equipment. Qualis have seen a delay in parts supply causing some delays. Waste complaints related to crew behaviour and missed collection which is being addressed by the service area.
	Q4	82%	85%	A total of 97 complaints received. - A significant increase seen for Revenues due to grant applications being declined and business owners expressing their dissatisfaction or disagreement via the complaints process. Also, additional numbers seen relating to Property Assets. There has been collaborative working with Assets and Qualis to bring complaints/repairs to resolution, however these can take longer than the 10 working days.
Community Health and Wellbeing: No of homelessness approaches	20/21	Actual	Target	Comments
	Q1	118	n/a	No targets – information only
	Q2	96	n/a	
	Q3	61	n/a	
	Q4	244	n/a	
Community Health and Wellbeing: No of households in TA	20/21	Actual	Target	Comments
	Q1	n/a	100	
	Q2	n/a	100	
	Q3	137	100	
	Q4	120	100	KPI has been impacted by Covid-19 over the last FY with a pause in void activity and letting of properties, meaning reduced movement of people from temporary to permanent accommodation. Government instruction to house all rough-sleepers saw an additional 25 individuals for housing assistance.

Community Health and Wellbeing: Major works voids average time	20/21	Actual	Target	
	Q1	n/a	22 working days	
	Q2	n/a	22 working days	
	Q3	16.5 working days	22 working days	Estimate only available due to reporting proximity to quarter end. Estimate based on first two weeks of December.
Q4	Not available	22 working days	KPI owner has transferred between services but data not yet available.	
Community Health and Wellbeing: Total remote users including; web and social media figures across the Community, Culture and Wellbeing service area	20/21	Actual	Target	Comments
	Q1	n/a	n/a	
	Q2	n/a	n/a	
	Q3	172,367	175,000	
	Q4	178,479	175,000	
Community Health and Wellbeing: Total visits in person to Epping Forest District Museums including; school outreach and loan box service	20/21	Actual	Target	Comments
	Q1	n/a	n/a	
	Q2	n/a	n/a	
	Q3	2568	1500	
	Q4	450	1500	Annual target not fully met due to Museum closure during Covid19 lockdown periods.
Community Health and Wellbeing: Engagement in community, physical or cultural activity	20/21	Actual	Target	Comments
	Q1	n/a	n/a	
	Q2	n/a	n/a	
	Q3	2723	1325	
	Q4	3458	1325	
Community Health and Wellbeing: No of families in B&B accommodation for 6 weeks+	20/21	Actual	Target	Comments
	Q1	0	0	
	Q2	0	0	
	Q3	0	0	
	Q4	0	0	

Contracts: % increase of leisure centre attendees from previous years quarter: Gym visits	20/21	Actual	Comments
	Q1	n/a	
	Q2	Epping: 34% Loughton: 46% Ongar: 27% Waltham Abbey: 48%	Facilities re-opened 3rd August
	Q3	Epping: 11% Loughton: 16% Ongar: 16% Waltham Abbey: 7%	Facilities closed in November and re-opened on 3rd December and closed once again on 20th December, hence we are only comparing October's figures to the previous year. Despite pandemic, numbers are slightly increased from last year due to the gym extension.
	Q4	n/a	There is no KPI data for quarter 4 as the leisure facilities have all been closed throughout Q4 due to the COVID pandemic, the facilities are due to re-open on 12th April.
Contracts: % increase of leisure centre attendees from previous years quarter: Casual swimming	20/21	Actual	Comments
	Q1	n/a	
	Q2	Loughton: 66% Waltham Abbey: 52%	Facilities re-opened 10th August
	Q3	Loughton: (25%) Waltham Abbey: (38%)	Negatives in brackets. Facilities closed in November and re-opened on 3rd December and closed once again on 20th December, hence we are only comparing October's figures to the previous year.
	Q4	n/a	There is no KPI data for quarter 4 as the leisure facilities have all been closed throughout Q4 due to the COVID pandemic, the facilities are due to re-open on 12th April.

Contracts:	20/21	Actuals	Comments
Club Live membership	Q1	n/a	
	Q2	Epping: 1,300 Loughton: 3,300 Ongar: 960 Waltham Abbey: 2100	Positive feedback on the social distancing measures and cleanliness of centres has been received. However, on average there is a reduction of approximately 24% in fitness memberships against Q4 2020.
	Q3	Epping: 1358 Loughton: 3623 Ongar: 1065 Waltham Abbey: 2142	Facilities closed in November and re-opened on 3rd December and closed once again on 20th December, hence we are only comparing October's figures to the previous year.
	Q4	n/a	There is no KPI data for quarter 4 as the leisure facilities have all been closed throughout Q4 due to the COVID pandemic, the facilities are due to re-open on 12th April.

Stronger Places KPIs				
Contracts Waste:	20/21	Actual	Target	Comments
Increase in recycling	Q1	59.62%	57%	
	Q2	59.55%	57%	
	Q3	59.58%	57%	Actuals will not be available until mid-Jan. Data has to be verified by County.
	Q4	53.00%	57%	
Contracts Waste:	20/21	Actual	Target	Comments
Reduction in household waste	Q1	113	95	Due to the impact from households in lockdown and increase in individuals working from home.
	Q2	218	196	
	Q3	311	196	Due to the impact from households in lockdown and increase in individuals working from home. Large increase in waste from home deliveries for seasonal reasons.
	Q4	Not available	196	
Housing Management	20/21	Actual	Target	Comments
Rent Arrears	Q1	n/a	n/a	
	Q2	n/a	n/a	
	Q3	3.1%	1.80%	Q3 performance is historically lower as a result of spending priorities of customers impacted by seasonal factors. This year, impact of job losses as a result of C19 statutory changes will compound the situation.
	Q4	1.62%	1.80%	

Planning and Development: Percentage of applications determined within agreed timelines: Major	Q1	n/a	n/a	
	Q2	n/a	n/a	
	Q3	75%	80%	Represents a small number of the overall number of planning applications received. Estimate based on outturn in Q2 where performance is reported quarterly to HMRC.
	Q4	Not available	80%	
Planning and Development: Percentage of applications determined within agreed timelines: Minor	Q1	n/a	n/a	
	Q2	n/a	n/a	
	Q3	86%	90%	Estimate based on outturn in Q2 where performance is reported quarterly to HMRC.
	Q4	Not available	90%	
Planning and Development: Percentage of applications determined within agreed timelines: Other	Q1	n/a	n/a	
	Q2	n/a	n/a	
	Q3	93%	90%	Largest proportion of planning applications (includes household extensions). Estimate based on outturn in Q2 where performance is reported quarterly to HMRC.
	Q4	Not available	90%	
Planning and Development: Housing Delivery Test progress	Q1	n/a	n/a	
	Q2	n/a	n/a	
	Q3	n/a	n/a	This is an annual requirement and figures are not collected quarterly. 2019 results were published by MHCLG in February 2020 - we had delivered at 50%. This put us in the buffer category where threshold is 95% but we are being assessed against the standard method figure of 742 rather than our housing requirement in the plan of 518 per annum and in accordance with the stepped trajectory
	Q4	n/a	n/a	

Stronger Council KPIs				
Key Performance Indicator	Progress			Comments
	20/21	Actual	Target	
People: Diversity & Inclusion – % of workforce by Ethnicity	Q1	n/a	n/a	The target is representative of the Epping Forest District general population
	Q2	Reported non-white ethnicities: 6%	Reported non-white ethnicities: 9.5%	White: 73%, Undisclosed: 15%, Unreported: 6%.
	Q3	Reported non-white ethnicities: 5%	Reported non-white ethnicities: 9.5%	White: 72%, Undisclosed: 18%, Unreported: 5%
	Q4	Reported non-white ethnicities: 5%	Reported non-white ethnicities: 9.5%	White - 72%, Undisclosed - 18%, Unreported - 5%
				All People team KPIs are in their infancy and will require maturity of strategy to improve diversity in the Council - an ongoing piece of work. As strategy is embedded, regular reviews of these KPIs will take place to ensure correct focus and improvement.
People: Diversity & Inclusion – % of workforce with Disability	Q1	n/a	n/a	The target is representative of the Epping Forest District general population
	Q2	7.00%	10.6%	
	Q3	7.00%	10.6%	
	Q4	6.50%	10.6%	
				All People team KPIs are in their infancy and will require maturity of strategy to improve diversity in the Council - an ongoing piece of work. As strategy is embedded, regular reviews of these KPIs will take place to ensure correct focus and improvement.
People: Staff Turnover %	Q1	n/a	n/a	
	Q2	3.50%	2.75%	
	Q3	2.43%	2.75%	Public Sector median turnover rate is 11% per annum. Q3 turnover figure is below target
	Q4	4.47%	2.75%	Q4 turnover increase is mainly due to the ICT restructure.
People: Sickness Absence – average number of days per employee	Q1	n/a	n/a	
	Q2	1.65 days	2 days	
	Q3	3.5 days	2 days	Winter months typically have a higher number of sickness absence.
	Q4	1.81 days	2 days	For the year the the average number of days sickness is 6.96 per employee against a target of 6 days.

KPIs not reported this quarter:

- Sustainable Travel: Not yet agreed.

Report to Overview and Scrutiny Committee

Date of meeting: 3 June 2021



Portfolio: Housing & Communities – Cllr Holly Whitbread

Subject: Policy on our approach to trees causing structural damage to assets

Officer contact for further information: Deborah Fenton – Director of Housing and Property (07988860412)

Democratic Services Officer: Vivienne Messenger (01992 564243)

1. Recommendation:

That the Overview and Scrutiny Committee reviews our approach to dealing with trees which are causing structural damage to our assets and recommends that the policy be presented to Cabinet for approval.

2. Executive Summary:

There is little doubt that trees enhance the enjoyment of our District, as well as providing support for wildlife. However, in the modern built-up environment, there is fierce competition for space. As the tree or trees grow, encroaching roots and overhanging branches can extend beyond the legal boundary into neighbouring properties, causing inconvenience, damage or even injury. When the tree roots enter a shrinkable, clay soil, they can take up sufficient moisture to cause the clay to dry and shrink. As a result, any property foundation built upon the clay may move or subside.

The Council has a dual responsibility, to protect trees in the interests of public amenity, but also to try and ensure that no individual suffers undue loss, distress or damage resulting from Council owned and managed trees. Our current approach is ad-hoc and some residents are experiencing issues such as not being able to open windows or keep properties warm due to tree root damage. Our proposed policy takes a structured approach and enables us to take a consistent approach to the challenges of tree root damage. It also defines the decision-making process.

3. Report

As a tree owner the Council or other landowners are likely to be liable for the subsidence and structural damage caused to its neighbours' buildings, e.g. tree root damage to foundations, and where this can be proven the Council or other landowners could be compelled through court action to 'abate the nuisance', which may include removal of the tree or trees, the reinstatement of property and payment of compensation. As we do not have a current policy, the decision-making process is slow and fragmented. This can cause additional disruption for the residents and for our insurance company who may refuse the claim if we have not taken action in a timely manner.

Epping Forest District has particular challenges as the majority of the District is underlain by London Clay. This is a highly shrinkable deposit which is susceptible to drying shrinkage and subsidence. This is further exacerbated by tree roots taking and removing the water from the ground.

It is proposed that EFDC implements and follows the Essex County Council's Subsidence Flowchart and the Land Ownership and Liabilities Flowchart. The process is thorough and detailed and will provide the information required to make an informed decision as to the best course of action – see **Appendix 1**.

Reason for decision:

Asset management are dealing with an ever-increasing number of structural issues these are having an impact on the condition of our assets and in some instances the lives of our residents. The policy sets out to formalize our approach.

Options considered and rejected:

Officers considered continuing with the ad-hoc approach however that presents a number of risks to the organization.

Resource implications:

The cost for the removal and management of trees sits within the HRA budget.

Legal and Governance Implications:

Our proposed approach applies an appropriate level of governance.

Safer, Cleaner, Greener Implications:

The policy includes the re-provision of tree where a tree has needed to be removed.

Background Papers:

NA

Impact Assessments:

Risk Management:

There is a risk of litigation should the Council not apply an appropriate approach to the management of trees.



DRAFT

Tree Policy

2021

Housing and Property Service

Contents

1. Introduction	3
2. Objectives	3
3. Land Ownership	3
4. Types of Property Damage	4
5. Property Subsidence Investigation	4
6. Key Evidence Review and Tree Report	5
7. Arboricultural Report	5
8. Evidence Presentation	6
9. Key Personnel	6
9.1 Duty Holder	6
9.2 – 9.5 The Responsible Person	7
9.6 Nominated Persons	8
10. Review and Monitoring	8
11. Key Personnel and Emergency Contacts	8
Appendix 1 Land Ownership and Liabilities Flowchart	
Appendix 2 Property Subsidence Investigation Process Flowchart	

1. Introduction

- 1.1. There is little doubt that trees enhance the enjoyment of our District, as well as providing support for wildlife. However, in the modern built-up environment, there is fierce competition for space. As the tree or trees grow, encroaching roots and overhanging branches can extend beyond the legal boundary into neighbouring property, causing inconvenience, damage or even injury. When the tree roots enter a shrinkable, clay soil, they can take up sufficient moisture to cause the clay to dry and shrink. As a result, any property foundation built upon the clay may move or subside.
- 1.2. The Council has a dual responsibility, to protect trees in the interests of public amenity, but also to try and ensure that no individual suffers undue loss, distress or damage resulting from Council owned and managed trees.

2. Objectives

- 2.1. The Tree Policy is intended to be a detailed procedural document of the stages involved in the decision-making process between retaining or the removal of high amenity value trees. The Tree Policy will set out the process which will enable the Responsible Person to make an informed decision between the two outcomes a decision that will be based on the recommendations contained in Reports and surveys carried out by independent specialists.
- 2.2. The Tree Policy sets out the procedure which will enable the Responsible Person to make an informed decision on the future of high amenity value trees which are causing severe structural damage to Council and privately-owned properties.
- 2.3. The process of identifying land ownership and the liabilities that follow from tree root activity that is causing structural property damage is shown as a flowchart in Appendix 1 Land Ownership and Liabilities and will be referred too throughout this policy.
- 2.4. The Tree Policy sets out the procedure and the detail required following any property investigation that is undertaken on Council or privately-owned properties suffering from structural damage this is shown as a flowchart in Appendix 2 Property Subsidence Investigation Process and will be referred too throughout this policy.
- 2.5. The Tree Policy sets out the roles and responsibilities of the Key Personnel within the Council who are involved in the decision-making process.

3. Land Ownership

- 3.1. Establishing the owner of the land on which the tree or trees are planted is essential in apportioning responsibilities and liabilities for tree root activity that is the causation of property damage.
- 3.2. The Tree Policy includes a flowchart shown in Appendix 1 Land Ownership and Liabilities which establishes the landowner and the roles and responsibilities that follow between the various Council Service areas;
 - Parks and Leisure;
 - Heritage Enforcement and Landscaping;
 - Estates and Land;
 - Legal Services; and

- Property Assets.
- 3.3. As a tree owner the Council or other landowners are likely to be liable for the subsidence and structural damage caused to its neighbours' buildings, e.g. tree root damage to foundations, and where this can be proven the Council or other landowners could be compelled through court action to 'abate the nuisance', which may include removal of the tree or trees, the reinstatement of property and payment of compensation.

4. Types of Property Damage

- 4.1. As the tree or trees grow if they are not managed or sufficiently maintained they have the potential to cause direct and indirect damage to property.
- 4.2. Direct damage is when tree roots or branches come into direct contact with foundations or property structural elements such as walls or roofs. This is often addressed by simply pruning the offending part and cutting it back far enough to eliminate the risk of it occurring.
- 4.3. Where direct damage occurs the tree or trees may be added to the Councils cyclical tree management regime undertaken by Parks and Leisure.
- 4.4. Indirect damage is when the roots are below the level of the properties foundations and are taking water out of the soil. This will only be an issue in shrinkable clay soils. It should be noted that the British Geological Survey indicates that the majority of the Epping Forest District is underlain by London Clay. London Clay is a highly shrinkable deposit that is susceptible to drying shrinkage and subsidence, particularly associated with trees and tree root activity. The clay particles are very small and the removal of the water results in the soil contracting and the soil level under the foundation reducing. This occurs and is exacerbated during long periods of drought conditions.
- 4.5. This movement occurs all the time in shrinkable soils but is normally evenly spread across the property's foundation. It is only when trees or vegetation roots affect one section of a building's foundations to a greater extent than the others that it becomes a problem, resulting in damage to the building. If this level reduction is significant enough then the building or part of the building over the affected area may drop resulting in cracks and in extreme conditions partial structural wall failures.

5. Property Subsidence Investigation

- 5.1. Where it is suspected that trees and vegetation are causing severe structural damage the Council will carry out a Property Subsidence Investigation shown in Appendix 2 the flowchart establishes this process and is based around Essex County Councils Subsidence Investigation Flowchart.
- 5.2. The Property Subsidence Investigation eliminates other causes of building movement such as settlement under load, underground water movement or leaking drains washing clay particles away, collapsing mines and poor construction techniques. All of these other causes of building movement can occur at any time of the year.
- 5.3. For the damage to be tree or vegetation root activity related the movement must be seasonal, so part of the building dropping in prolonged periods of drought, only to rise again in the wetter months of the year as the soil rehydrates. This seasonal movement can be determined by crack or level monitoring over a minimum 12-month period.

5.4. The level of detail required will vary depending on the property and the severity of structural damage. However, before undertaking a Key Evidence Review as a minimum the Property Subsidence Investigation will require the following property information;

- Crack monitoring (over a minimum 12-months);
- Level monitoring;
- Soil type;
- Desiccation level;
- Movement type;
- Foundation depth;
- Root identification;
- The species present;
- Zone of influence;
- Drought year? and
- Confirmation of land ownership.

6. Key Evidence Review and Tree Report

6.1. The extent of property information required to carry out a Key Evidence Review to support a subsidence-related tree work and decide on the most appropriate course of action will need to take into account;

- the age of the property and any extensions;
- the ownership of the tree(s);
- the nature of the problem and details of any historical defect monitoring;
- the type and depth of the existing foundations;
- the details of soil type and composition to a depth of approximately 3m;
- the evidence of tree root presence below foundation level;
- the evidence that any roots found belong to the suspected trees;
- the measurement of subsoil shrinkage potential at and below foundation level;
- a plan showing accurate locations of relevant site features including buildings, drains and trees on, or adjacent to, the site;
- a plan showing the borehole sampling locations

6.2. To support the Key Evidence Review where it determines that the High Value trees on the balance of probabilities are the causation of property damage Property Assets will commission an independent Tree Report on the tree or trees.

6.3. The main elements to consider when commissioning a Tree Report are the trees species, vitality, growth potential, water demand, distance to the buildings, land topography and previous tree management undertaken. The tree species is closely linked to the water demand, with oaks, willows and poplars having a much higher potential water demand and therefore tree root activity is more likely to impact on buildings.

6.4. The Tree Report must also include the latest research on protecting endangered species of trees if tree removal is being considered. It should also provide an

independent calculation for the amenity value of the tree or trees in question to enable a full cost-benefit analysis to be undertaken at the Evidence Presentation.

7. Arboricultural Report

- 7.1. Property Assets should in all circumstances commission an independent Arboricultural Report on the causation of the property damage which should include options on remedial actions available and provide fully costed recommendations on the remedial actions.
- 7.2. The Arboricultural Report should also include the amenity value of the tree. This can be established through a software programme CAVAT-Capital Asset Value for Amenity Trees which is designed to be a strategic tool to aid decision-making in relation to tree stock or to individual trees, where the value of the tree needs to be expressed in monetary terms. It should be noted that CAVAT should only be used by arboriculturists who have received relevant training, and who have the relevant skills and experience.
- 7.3. This information will be required and included in the full cost benefit analysis made to the Director Housing and Property during the final stage of Evidence Presentation.
- 7.4. All the stages that need to be completed prior to the final Evidence Presentation stage are shown in Appendix 1 Land Ownership and Liabilities.

8. Evidence Presentation

- 8.1. Property Assets should consult with Contact Trees and develop a mitigating landscaping plan for replacement tree planting where the removal of a tree or trees is the preferred option.
- 8.2. The landscaping plan should be fully costed and based on a minimum of two-replacement trees for every tree removed. The Councils Tree and Landscape Officer Heritage Enforcement and Trees should advise on tree species and the planting location which will ideally be in the same area of any tree or trees removed.
- 8.3. At the Evidence Presentation the information that will be required to enable the Director Housing and Property to fully consider the future liabilities on Council assets should include;
 - a full cost benefit analysis on all the Arboricultural Report recommendations;
 - a mitigating landscaping plan for replacement tree planting agreed with the Councils Tree and Landscape Officer Heritage Enforcement and Landscape;
 - the CAVAT Report with the value of the tree expressed in monetary terms;
 - any future liability for property damage caused by Council owned trees to Council or privately-owned properties;

9. Key Personnel

9.1. Duty Holder – Chief Executive

- 9.1.1. Overall day-to-day responsibility for health and safety matters at Epping Forest District Council and the implementation of this Tree Policy.

- 9.1.2. Ensure that Responsible and Nominated Persons understand the aims and objectives of the Councils Tree Policy.

9.2. Responsible Person – Chief Operating Officer

- 9.2.1. Responsible for ensuring the objectives outlined within the Tree Policy are understood and acted upon at all levels within the organization.
- 9.2.2. Ensure that planning, budgets and resources are available in order to enable strategic and operational objectives to be accomplished, as far as reasonably practicable.
- 9.2.3. Ensure that all of the Councils properties that are identified as suffering severe structural damage do not constitute an undue risk to the health, safety and welfare of the occupiers, visitors or the general public at large.
- 9.2.4. Ensure that adequate resources are allocated to the structural repairs budget for undertaking structural and level monitoring, remedial structural Capital works and suitable and sufficient landscaping on and around properties where a tree or trees are removed the resources shall include but not limited to:
- Financial budget;
 - Competent personnel;
 - Sufficient allocation of time for monitoring, maintenance etc;

9.3. Responsible Person – Director Housing and Property

- 9.3.1. The Responsible Person will review all of the information presented during the Evidence Presentation and consider the current and future liabilities on the Councils and privately-owned assets.
- 9.3.2. To decide based on the Evidence Presentation to either;
- Remove the tree or trees;
 - Keep the tree or trees;
 - Undertake tree management;
 - Undertake an engineering solution;
 - Root barrier;
 - Foundation strengthening;
 - Undertake full repair to the property;
 - Dispose of the property;
 - Demolish and redevelop the area.
- 9.3.3. Instruct Legal Services to serve Notice on private landowners whose tree or trees are causing damage to Council owned or managed property.

9.4. Responsible Person – Head of Assets and Facilities

- 9.4.1. The Responsible Person shall present the Evidence Presentation and provide advice on the recommendations contained in the;
- Arboricultural Report;
 - Landscaping plan for replacement tree planting;
 - CAVAT Report (Capital Asset Value for Amenity Trees); and
 - Property Subsidence Investigation;

- 9.4.2. Consult with Contact Trees and develop a mitigating landscaping plan for replacement tree planting and obtain consent for the works.
- 9.4.3. Undertake an appeal if consent for the removal of any High Value tree or trees is refused, this may include broadening the mitigating landscape proposals or considering alternative recommendations contained in the Arboricultural or CAVAT Reports.
- 9.4.4. Informally consult with Legal Services on the option to serve Notice on private landowners whose tree or trees are causing damage to Council owned or managed properties.
- 9.4.5. Appoint an appropriate Responsible Person to oversee, control and coordinate the structural monitoring of properties identified as suffering from structural damage.

9.5. Responsible Person - Team Manager Property Assets

- 9.5.1. The Responsible Person shall collate and prepare the information necessary for the Evidence Presentation which should include;
 - Arboricultural Report;
 - Landscaping plan for replacement tree planting;
 - CAVAT Report (Capital Asset Value for Amenity Trees); and
 - Property Subsidence Investigation;
- 9.5.2. Ensure that the Nominated persons are competent (training, knowledge, experience) to carry out the prescribed tasks.

9.6. Nominated Person – Housing Officer (Contracts)

- 9.6.1. The Nominated Person is authorised and competent to identify and diagnose the causation of structural building damage.
- 9.6.2. To arrange, commission and carry out the required surveys to complete a Property Subsidence Investigation and evidence the elimination all the other causes of building movement such as;
 - settlement under load,
 - underground water movement or leaking drains washing clay particles away;
 - collapsing mines; and
 - poor construction techniques.
- 9.6.3. To arrange and commission approved consultants to undertake;
 - Crack monitoring (over a minimum 12-months);
 - Level monitoring;
 - Soil type;
 - Desiccation level;
 - Movement type;
 - Foundation depth;
 - Root identification;
 - The species present;
 - Zone of influence;

- Drought year? and
- Confirmation of land ownership.;

10. Review and monitoring

- 10.1. The training and responsibilities of Key Personnel will be monitored by the Council through its management and appraisal processes.
- 10.2. A formal review of the Tree Policy will be undertaken in consultation with the Cabinet in five years.

11. Key Personnel and Emergency Contacts

- 11.1. The Council has appointed the following Key Personnel to ensure compliance with the Tree Policy to ensure that re water services quality:

- Duty Holder - Chief Executive
- Responsible Person - Chief Operating Officer
- Responsible Person – Director Housing and Property
- Responsible Person – Head of Assets and Facilities
- Responsible Person - Team Manager Property Assets
- Nominated Person – Housing Officer (Contracts)

- 11.2. On occasion emergencies may arise at properties that are suffering structural damage, if you become aware of a property that you believe has become a Dangerous Structure immediately report the details to the Councils Building Control Services Team who can be contacted on;

Building Control Services
Civic Offices, High Street, Epping CM16 4BZ
Phone: 01992 564000
www.eppingforestdc.gov.uk/housing

- 11.3. If an incident or emergency occurs to properties that are undergoing structural repairs outside of normal office hours immediately seek advice from Repairs Qualis Management, the Councils out of hours emergency service who can be contacted on;

Qualis Management
Oakwood Hill Industrial Estate, Loughton, Essex IG10 3TZ
Phone: 0333 230 3464 (24-hour contact number)
Email: repairs@qualismanagement.co.uk

- 11.4. If an incident or emergency occurs to properties that are undergoing structural repairs during normal office hours immediately seek advice from Property Assets who can be contacted on;

Property Assets Services Team
Epping Forest District Council
Civic Offices, High Street, Epping CM16 4BZ
Phone: 01992 564000
Email: propertyassets@eppingforestdc.gov.uk

- 11.5. For all other enquiries you can contact Epping Forest District Council on;

Epping Forest District Council
Civic Offices, High Street, Epping CM16 4BZ
Phone: 01992 564000
www.eppingforestdc.gov.uk/housing

DRAFT

Decision Key;

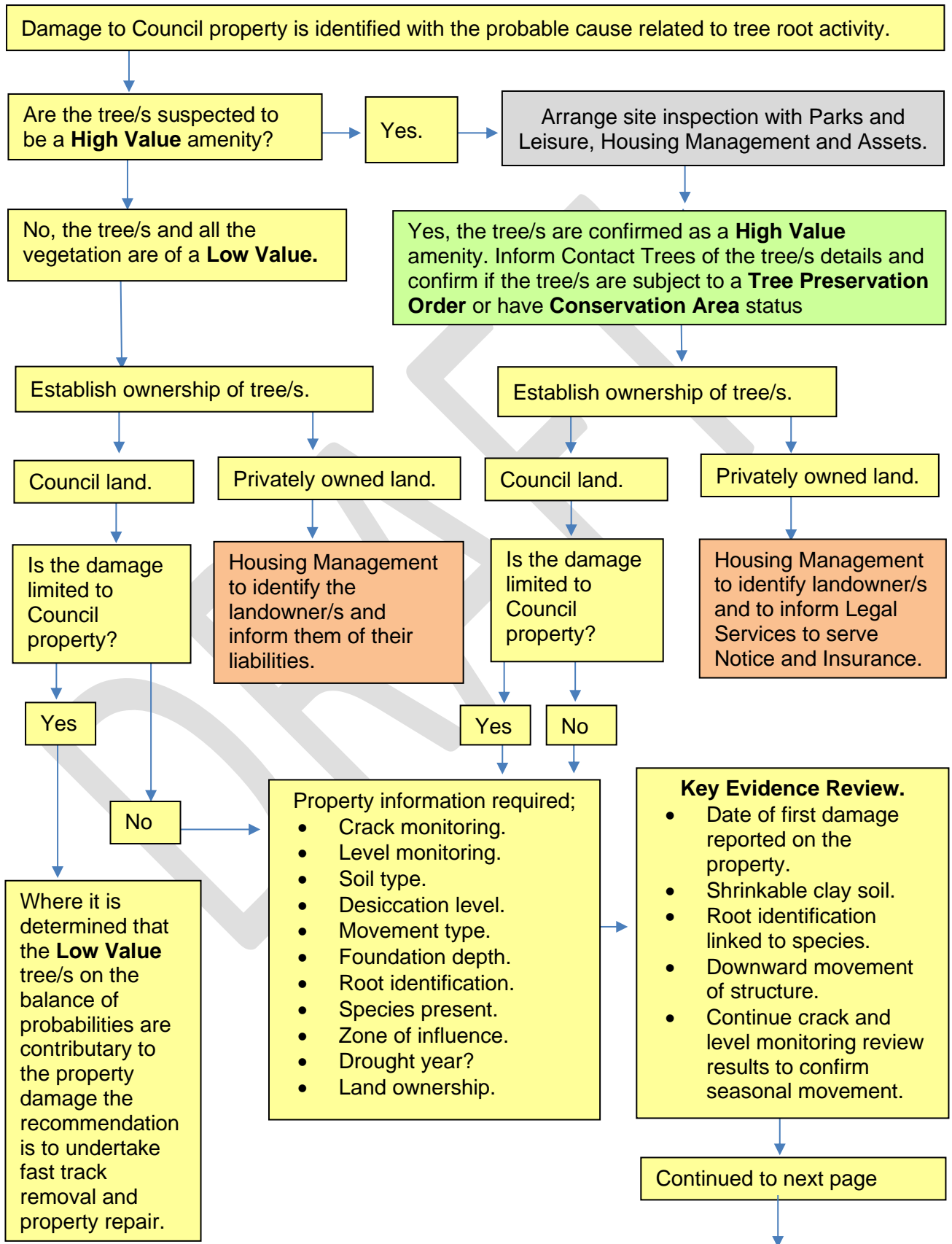
Parks and Leisure

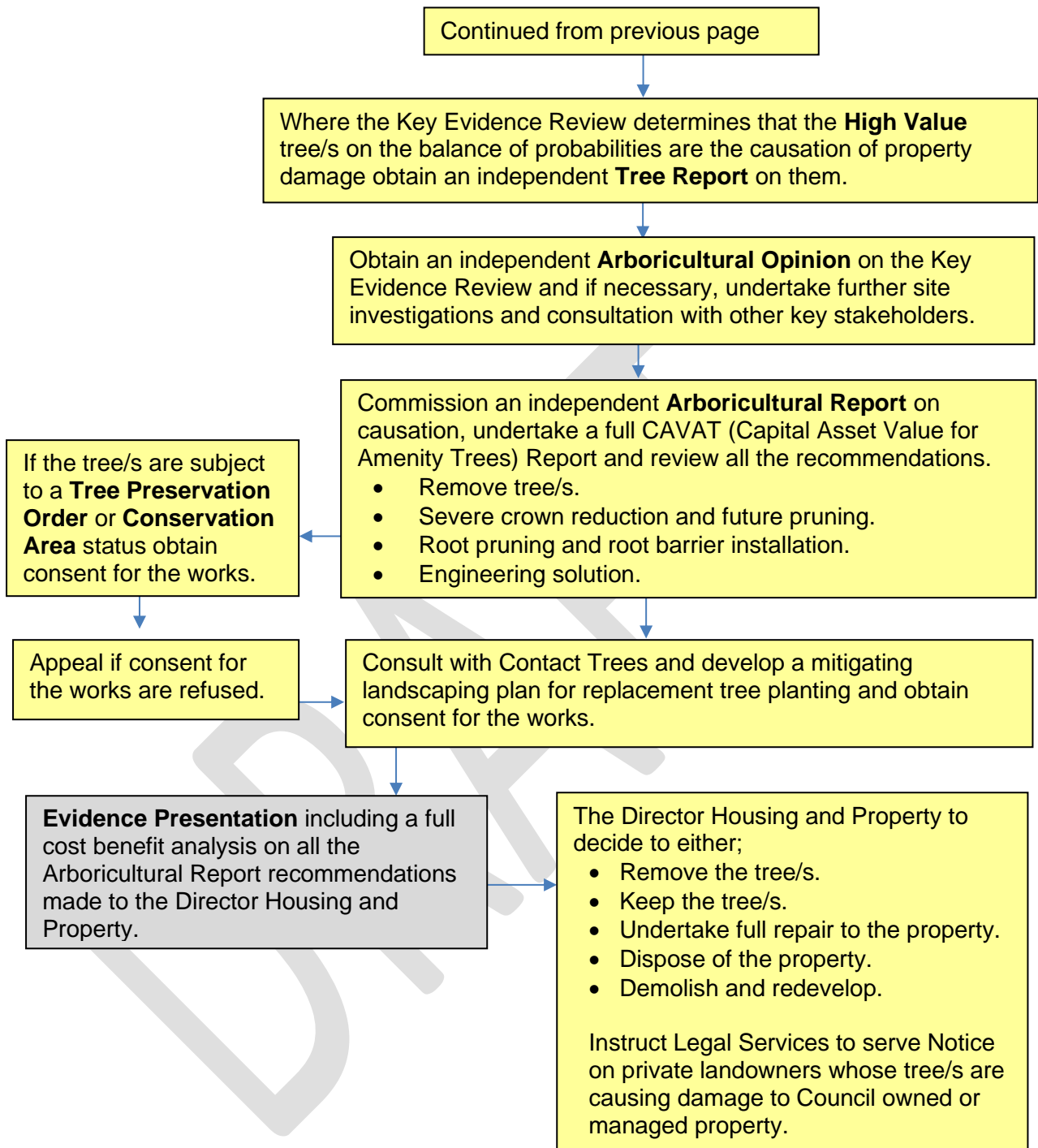
Property Assets

Estate Management

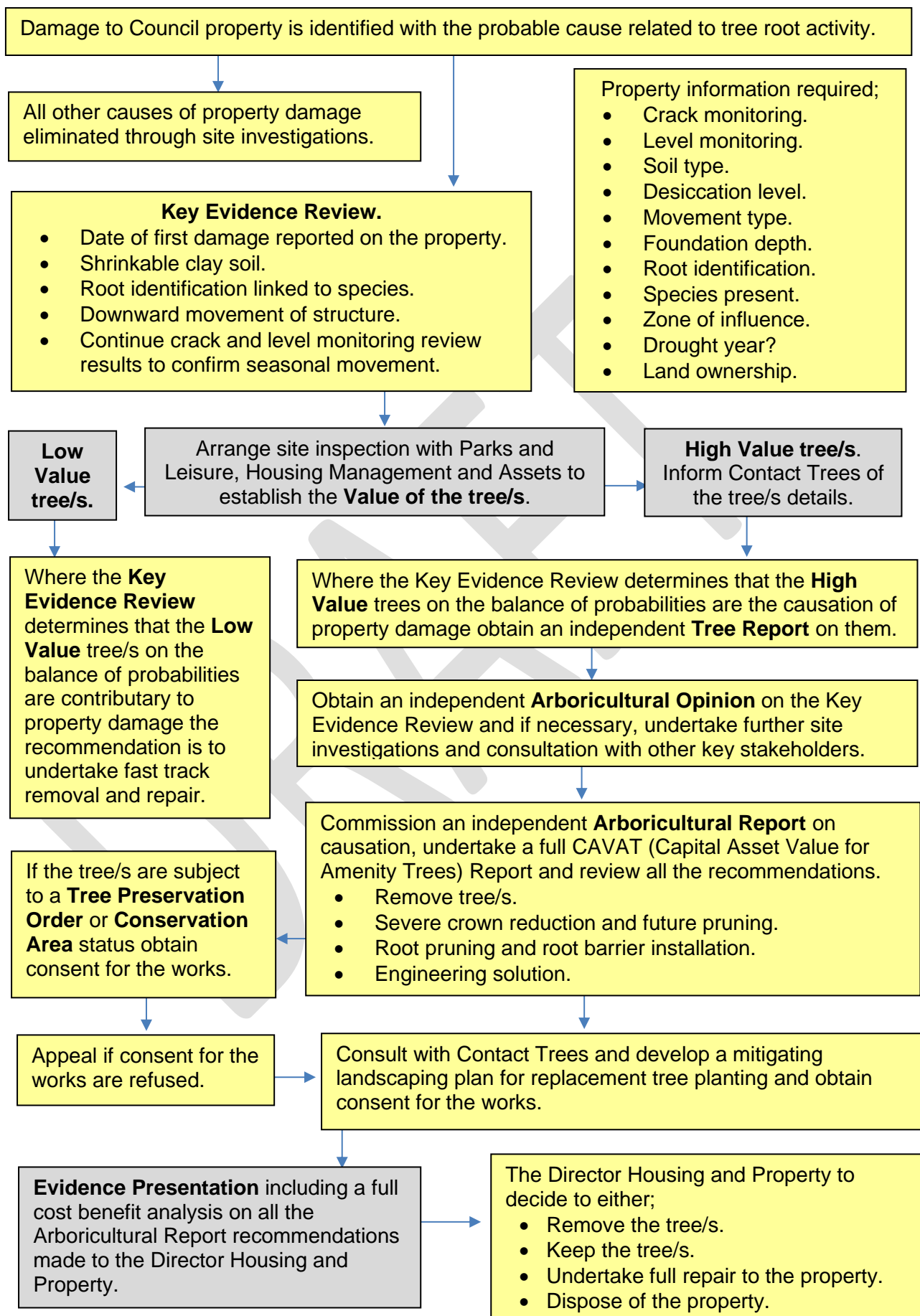
Group

1.0 LAND OWNERSHIP AND LIABILITIES.





2.0 PROPERTY SUBSIDENCE INVESTIGATION PROCESS.



DRAFT

Version Control

Version no.	Date	Details of changes included in update	Author
0.1	May 2021	Draft	Team Manager – Property Assets.

Housing and Property Service
Epping Forest District Council
Civic Offices, High Street, Epping, Essex CM16 4BZ

www.eppingforestdc.gov.uk/housing

November 2020

This page is intentionally left blank



**Epping Forest
District Council**

THE KEY DECISION LIST

INCLUDING PROPOSED PRIVATE DECISIONS

(01 May 2021)

The Key Decision List including Proposed Private Decisions

There is a legal requirement for local authorities to publish a notice in respect of each Key Decision that it proposes to make, at least 28 days before that decision is made. There is also a similar requirement to advertise those decisions, whether they are Key Decisions or not, which it is proposed to be made in private with the public and press excluded from the meeting. This Key Decision List, including those decisions proposed to be made in private, constitute that notice. Copies of the Key Decision List are available for inspection at the Council's Civic Offices, as well as on the Council's website in the 'Your Council' section.

Any background paper listed can be obtained by contacting the relevant Officer in the first instance, or failing that the Democratic Services Officer listed below.

Key Decisions

The Council's Constitution defines key decisions as:

- (i) Any decision within budget and policy that involves expenditure/savings of £250,000 or more in the current municipal year;
- (ii) Any decision not within budget and policy that involves expenditure/savings of £100,000 or more in the current municipal year;
- (iii) Any decision that raises new issues of policy;
- (iv) Any decision that increases the Council's financial commitments in future years, over and above existing budgetary approval;
- (v) Any decision that involves the publication of draft or final schemes, which may require either directly, or in relation to objections to, the approval of a Government minister;
- (vi) Any decision that involves the passage of local legislation; and
- (vii) Any decision that affects two or more wards, and has a discernible effect on the quality or quantity of services provided to people living or working in that area.

Borrowing or lending decisions undertaken under delegated authority by the Chief Financial Officer are not defined as a key decision.

The Council has also agreed the following additional requirements in relation to key decisions:

- (a) Key decisions cannot be made by officers;
- (b) Key decisions not within budget and policy can only be made by the Council;

- (c) Key decisions within budget and policy but involving expenditure/savings in excess of £1million can only be made by the Cabinet and/or Council;
- (d) Key decisions within budget and policy but involving expenditure/savings between £250,000 and £1million can be made by the relevant Portfolio Holder;
- (e) Portfolio Holders can only make key decisions affecting their wards if the decision is based upon a recommendation by a Service Director or as one of a range of options recommended by a Service Director.

Private Decisions

Any decisions that are proposed to be taken in private will be reported as such. The paragraph number quoted relates to Part 1 of Schedule 12A of the Local Government Act 1972, and their definitions are as follows:

- Page 51
- (1) Information relating to any individual.
 - (2) Information which is likely to reveal the identity of an individual.
 - (3) Information relating to the financial or business affairs of any particular person (including the authority holding that information).
 - (4) Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
 - (5) Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
 - (6) Information which reveals that the authority proposes:
 - (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
 - (b) to make an order or direction under any enactment.
 - (7) Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

Corporate Aims & Key Objectives 2019/20

Stronger Communities

- (1) People live longer, healthier and independent lives:
 - (a) supporting healthy lifestyles; and
 - (b) promoting independence for older people and people with disabilities;
- (2) Adults and Children are supported in times of need:
 - (a) safeguarding and supporting people in vulnerable situations; and
- (3) People and Communities achieve their potential:
 - (a) enabling Communities to support themselves;
 - (b) Providing culture and leisure opportunities; and
 - (c) Keeping the District safe.

Page 52

Stronger Place

- (1) Delivering effective core services that people want:
 - (a) Keeping the District clean and green; and
 - (b) Improving the District housing offer;
- (2) A District with planned development:
 - (a) Planning development opportunities; and
 - (b) Ensuring infrastructure supports growth; and
- (3) An environment where new and existing businesses thrive:

- (a) Supporting business enterprise and attracting investment;
- (b) People develop skills to maximise their employment potential; and
- (c) Promoting retail, tourism and the visitor economy.

Stronger Council

- (1) Customer satisfaction:
 - (a) Engaging with the changing needs of our customers;
- (2) Democratic engagement:
 - (a) Robust local democracy and governance;
- (3) A culture of innovation:
 - (a) Enhancing skills and flexibility of our workforce; and
 - (b) Improving performance through innovation and new technology; and
- (4) Financial independence with low Council Tax:
 - (a) Efficient use of our financial resources, buildings and assets; and
 - (b) Working with commercial partners to add value for our customers.

Cabinet Membership 2019/20

Chris Whitbread	Leader of the Council
John Philip	Finance & Economic Development
Aniket Patel	Commercial & Regulatory Services
Sam Kane	Customer & Corporate Support Services
Nigel Bedford	Planning & Sustainability
Holly Whitbread	Housing & Community
Nigel Avey	Environmental & Technical Services

Contact Officer

Adrian Hendry
Democratic Services Officer

Tel: 01992 564246
Email: ahendry@eppingforestdc.gov.uk

WORK PROGRAMME - 1 MAY 2021 TO 31 AUGUST 2021

PORTFOLIO - LEADER

ITEM	DESCRIPTION	KEY DECISION	DATE OF DECISION	DECISION MAKER	PRIVATE DECISION	REPRESENTATION ARRANGEMENTS	BACKGROUND PAPERS
LGA Peer review - Position Statement	Draft Position Statement for the LGA Peer review.	No	20 April 2022	Cabinet		Georgina Blakemore 01992 56 4233	
Peoples Strategy - Ongoing	To establish the Council's new Common Operating Model as part of the People Strategy. To consider further details for the next stage of the Common Operating Model.	Yes		Cabinet		Georgina Blakemore 01992 564233	PID P170 - Peoples Strategy Common Operating Model - Management Structure
Qualis Four Year Business Plan	To agree the Qualis four-year business plan for 2021-2025.	Yes	12 July 2021	Cabinet		Sacha Jevans	
Civic Accommodation	To agree lease/license charges for Community Partners co-locating within the Civic Offices.	Yes	13 September 2021	Cabinet		Georgina Blakemore 01992 56 4233	

ITEM	DESCRIPTION	KEY DECISION	DATE OF DECISION	DECISION MAKER	PRIVATE DECISION	REPRESENTATION ARRANGEMENTS	BACKGROUND PAPERS
Implementation of the Local Plan - Ongoing	Quarterly update report on progress. To become a delivery report once Plan agreed by the Inspector.	Yes		Cabinet		N Richardson 01992 564110	
HGGT Transport Strategy	To approve and endorse the HGGT Transport Strategy for Publication. To be a wider project update and delivery model linking in with partners.	Yes	Later in the Year	Cabinet		Anna Rowell, David Burt	

WORK PROGRAMME - 1 MAY 2021 TO 31 AUGUST 2021

PORTFOLIO - FINANCE AND ECONOMIC DEVELOPMENT

ITEM	DESCRIPTION	KEY DECISION	DATE OF DECISION	DECISION MAKER	PRIVATE DECISION	REPRESENTATION ARRANGEMENTS	BACKGROUND PAPERS
Town Centre Regeneration - Loughton, Epping & Buckhurst Hill		Yes	08 June 2021 21 June 2021	O&S Cttee or Select Cttee Cabinet		Nick Dawe 01992 56 4000 (2541)	

ITEM	DESCRIPTION	KEY DECISION	DATE OF DECISION	DECISION MAKER	PRIVATE DECISION	REPRESENTATION ARRANGEMENTS	BACKGROUND PAPERS
Charging for EIR	To consider charging for Environmental Information Regulation requests. May become part of Service Charging Review in Autumn 22/23.	Yes	Later in Year	Cabinet		Mandy Thompson 01992 564705	
Transfer of Services to Qualis	To consider the business case for the transfer of MOT, Fleet and Grounds maintenance.	Yes	13 September 2021	Cabinet		Andrew Small 01992 56 4278	

WORK PROGRAMME - 1 MAY 2021 TO 31 AUGUST 2021

PORTFOLIO - HOUSING AND COMMUNITY

ITEM	DESCRIPTION	KEY DECISION	DATE OF DECISION	DECISION MAKER	PRIVATE DECISION	REPRESENTATION ARRANGEMENTS	BACKGROUND PAPERS
Review of Tenancy Strategy - update on Changes	Ongoing Updates.	No	Ongoing	Cabinet		Deborah Fenton 01992 56 4221	
Disposal of Assets	Policy on the disposal of assets and land.	Yes	2 Feb. 21 June 2021	O&S Cttee & Audit & Gov. Cttee Cabinet		Deborah Fenton 01992 564221	
Housing Regeneration Programme	Approval of stage of 1 (regeneration of Limes estate).	Yes	21 June 2021	Cabinet		Deborah Fenton 01992 564221	
New Policy (Trees)	New Policy on our approach to trees which are impacting on safety of our assets.	Yes	3 June 2021 21 June 2021	O&S Cttee Cabinet		Deborah Fenton 01992 564221	
New Housing Management System	Recommendation to appoint provider.	Yes	21 June 2021	Cabinet		Deborah Fenton 01992 564221	
Sheltered Upgrade Scheme	Recommendation to agree leasing programme for sheltered housing.	Yes	March 2021 7 June 2021	O&S Cttee Cabinet		Deborah Fenton 01992 564221	
Social Housing White Paper	An overview of the White Paper and the impact on EFDC.	Yes	15 June 2021	Stronger Communities Select Committee		Deborah Fenton 01992 564221	
Older persons services	Upgrade of Communal Areas.	Yes		Cabinet		Deborah Fenton 07988860412	
New Fees and Charges	Report requiring a decision regarding charging for non-statutory services.	Yes		Cabinet		Deborah Fenton 01992 56 4221	
Proposed Change to Service Charges RTB Receipts - New Policy	Policy outlining who we allocate right to buy receipts.	Yes		Cabinet		Deborah Fenton 01992 56 4221	

Waltham Abbey Community and Cultural Centre	<p>To approve the final business case for the project that combines Epping Forest District Museum (39-41 Sun Street) with Waltham Abbey Library (37 Sun Street) to create a vibrant multi-purpose community and visitor attraction and resource.</p> <p>To note that this project is key in regenerating Waltham Abbey alongside the High Street improvement plan and other projects and developments currently being reviewed.</p>	Yes	12 July 2021	Cabinet		Jennifer Gould 01992 564073	
Allocations Policy	Current allocations policy due to expire March 2022. A revised Policy will need to be drafted, consulted on and be taken through governance structure ahead of agreement by Cabinet ready for implementation of new policy in April 2022.	Yes	07 March 2022	Cabinet		Jennifer Gould 01992 564073	
Tenancy Policy	Current tenancy policy due to expire March 2022. A revised Policy will need to be drafted, consulted on and be taken through governance structure ahead of agreement by Cabinet ready for implementation of new policy in April 2022.	Yes	07 March 2022	Cabinet		Jennifer Gould 01992 564073	
Housing Strategy	EFDC's current Housing Strategy reaches end of life in March 2022. A revised strategy will need to be taken through governance structure ahead of formal adoption in March 2022.	Yes	07 March 2022	Cabinet		Jennifer Gould, Deborah Fenton 01992 564073/564221,	
Homelessness and Rough	EFDC's current Homelessness and Rough	Yes	07 March 2022	Cabinet		Jennifer Gould 01992 564073	

Sleeping Strategy	Sleeping Strategy reaches end of life in March 2022. A revised strategy will need to be taken through governance structure ahead of formal adoption in March 2022.						
-------------------	--	--	--	--	--	--	--

WORK PROGRAMME - 1 MAY 2021 TO 31 AUGUST 2021

PORTFOLIO - CUSTOMER AND CORPORATE SUPPORT SERVICES

ITEM	DESCRIPTION	KEY DECISION	DATE OF DECISION	DECISION MAKER	PRIVATE DECISION	REPRESENTATION ARRANGEMENTS	BACKGROUND PAPERS
-------------	--------------------	---------------------	-------------------------	-----------------------	-------------------------	------------------------------------	--------------------------

WORK PROGRAMME - 1 MAY 2021 TO 31 AUGUST 2021

PORTFOLIO - COMMERCIAL AND REGULATORY SERVICES

ITEM	DESCRIPTION	KEY DECISION	DATE OF DECISION	DECISION MAKER	PRIVATE DECISION	REPRESENTATION ARRANGEMENTS	BACKGROUND PAPERS
Qualis Monitoring - Ongoing Quarterly	Financial reporting plan update.	Yes		Cabinet		Andrew Small 01992 564278	
Transfer of Services to Qualis	To consider the business case for the transfer of Corporate Asset management service to Qualis.	Yes	21 June 2021	Cabinet		Andrew Small 01992 56 4278	
North Weald Airfield Masterplan	To report back on the interest to develop the identified Masterplanning area on North Weald Airfield. Item to be taken to a Cabinet workshop for discussion.	Yes	12 July 2021	Cabinet		Nick Dawe 01992 56 4000 (2541)	

This page is intentionally left blank

Overview and Scrutiny Committee Work Programme 2021/22

Chairman: TBC

#	ITEM	REPORT DEADLINE	PROGRESS/COMMENTS
1.	Cabinet Business	Ongoing	To review the Executive's programme of Key Decisions at each meeting, to identify appropriate matters for the work programme and provide an opportunity for the overview of specific decisions. To consider any call-ins, as and when they arise.
2.	Group Company Structure	Ongoing ♦ Added to work programme by Agenda Planning Group (29-Oct-20)	To review progress regarding the establishment and operation of the Council's Group Company Structure at each meeting of the Committee. ♦ <i>NB: At O&S Agenda Planning Group 21.01.21, it was queried if Qualis needed to be a standing item but as all the scrutiny committees would have the opportunity to review their work programmes, this could be revisited in the new municipal year.</i>
3.	Covid-19 Response and Recovery	Ongoing Added to Work Programme by OSC (22-Jun-20)	To review progress of the Covid-19 Response and Recovery Plan.
4.	Overview and Scrutiny Work Programme 2021/22	3 June 2021	To agree the work programmes for the Overview and Scrutiny Committee and each of the select committees for 2021/22. (First meeting of each municipal year)

5.	Select Committee Memberships	3 June 2021	To consider nominations for membership of and appoint the Chairman & Vice-Chairman for each Select Committee. (First meeting of each municipal year)
6.	Corporate Priorities 2021/22	3 June 2021	Leader of Council to present the Council's corporate priorities for 2021/22 to the Committee. (First meeting of each municipal year)
7.	New Policy (Trees)	3 June 2021	To pre-scrutinise the new Policy on the Council's approach to trees which are impacting on the safety of its assets. (Cabinet decision due on 21.06.21).
8.	Town Centre Regeneration	8 June 2021 (extra)	To pre-scrutinise town centre regeneration for Loughton, Epping and Buckhurst Hill. (Cabinet decision due on 21.06.21).
9.	Pyrles Lane (Loughton) site	8 June 2021 (extra)	To pre-scrutinise Qualis' acquisition and development of the Pyrles Lane site. (Cabinet decision due on 21.06.21).
10.	Qualis Four-Year Business Plan	1 July 2021	To pre-scrutinise the Qualis four-year business plan for 2021-2025. (Cabinet decision due on 12.07.21).
11.	Transfer of Services to Qualis	1 July 2021	To pre-scrutinise the business case for the transfer of Corporate Asset management service to Qualis. (Cabinet decision due on 12.07.21).
12.	Overview and Scrutiny 2020/21 Annual Report	1 July 2021	To approve the final draft of the Annual Report.
13.	Local High Streets – Viability and Regeneration	1 July 2021 (TBC) (Carried forward from 2020/21 work programme)	To consider resuming the Local High Streets Task and Finish Panel which was postponed during 2020/21 until after the Covid crisis.

14.	Corporate Plan Year 4 2021/22: Q1 Performance	30 September 2021	To review Q1 performance by exception in relation to the Key Performance Indicators & Work Programmes within the Corporate Plan.
15.	Transfer of Services to Qualis	(TBC)	To pre-scrutinise the business case for the transfer of MOT, Fleet and Grounds maintenance. (Cabinet decision 13.09.21).
16.	Corporate Plan Year 4 2021/22: Q2 Performance	18 November 2021	To review Q2 performance by exception in relation to the Key Performance Indicators & Work Programmes within the Corporate Plan.
17.	Corporate Plan Year 4 2021/22: Q3 Performance	27 January 2022	To review Q3 performance by exception in relation to the Key Performance Indicators & Work Programmes within the Corporate Plan.
18.	Epping Forest Youth Council	31 March 2022	Annual Report from the Epping Forest Youth Council on completed and proposed activities.
19.	Elections Planning Progress Report	31 March 2022	To provide update on planning for the Elections scheduled to be held in May 2022.
20.	Environmental Information Requests	TBC	To pre-scrutinise charging for EIRs. (Cabinet decision TBC)

RESERVE PROGRAMME ITEMS

ITEM	REPORT DEADLINE/PRIORITY	PROGRESS/COMMENTS
Essex County Council (Children's Services) (Scrutiny of External Organisation)	<p>Carried forward from reserve work programme for 2017/18 and 2018/19.</p> <p>Re: Agenda Planning Group (12-Jan-21)</p>	<p>Recommendation arising from Children's Services Task and Finish Panel requires the Committee to meet with Essex County Council in respect of children's services on an annual basis. The Director of Children's Commissioning attended the meeting in April 2016. To be considered further at a later date. Scope/focus of scrutiny activity and appropriate lines of questioning to be agreed if/when added to ongoing work programme;</p> <p><i>Members to consider moving this item up a level in relation to children and Covid in the municipal year 2021/22.</i></p>
Epping Forest Sixth-Form Consortium (Scrutiny of External Organisation)	<p>Carried forward from reserve work programme for 2017/18 and 2018/19.</p> <p>Placed back on Reserve Work Programme by OSC on 22-Jun-20.</p>	<p>(PICK submission) To review the progress of the Sixth Form Consortium established in September 2015.</p> <p><i>Scope/focus of scrutiny activity and appropriate lines of questioning to be agreed if/when added to ongoing work programme.</i></p>

OVERVIEW AND SCRUTINY COMMITTEE
SCRUTINY OF EXTERNAL ORGANISATIONS

Organisation	Date	Aspects of scrutiny undertaken (Overview & Scrutiny Committee unless stated otherwise)
Epping Forest Youth Council	15 April 2021	Annual presentation on work of the Youth Council.
	16 July 2020	Annual presentation on work of the Youth Council.
	26 February 2019	Annual presentation on work of the Youth Council. (NB: presentations were made to Communities Select Committee for 2017 and 2018 municipal years).
	19 April 2016	Annual presentation on work of the Youth Council
CCG Young People's Health Service	15 April 2021	To review the provision of local mental health services for young people (under 18 years old).
Local Mental Health Services (by West Essex Mental Health Services from the Essex Partnership University NHS Foundation Trust	15 October 2020	Review of current provision, planning, management and performance of local adult mental health services across the Epping Forest District.
West Essex Clinical Commissioning Group	25 February 2014	Local adult mental health services
Local Adult Social Care Services	28 January 2020	Provision of services within the District, across a number of different programmes. Inter-agency work, including with the voluntary and charity sectors, and partnership working between the District and County Councils. Budgetary provision and funding, and the increased use of technology.

Essex County Council (Children's Services)	19 April 2016	Consultation on local Children's Centre provision.
	10 November 2014	Commissioning for young children, based on an early years' review.
Essex County Council (Child & Adolescent Mental Health Services)	23 March 2015	Re-commissioning of emotional wellbeing and mental health services for children and young people.
North Essex Parking Partnership	2 February 2021	Review of its operations in the District.
	27 April 2015	Strategic priorities of the North Essex Parking Partnership.
Princess Alexandra Hospital NHS Trust	14 January 2021	All Member Briefing. To stakeholders regarding the Covid vaccination programme etc. (see Joint Meeting O&S Chairmen & Vice-Chairmen 11.01.21 Min. no 14).
	6 June 2017	General inpatient, outpatient and emergency services provision at Princess Alexandra Hospital, following report of Care Quality Commission.
UK Innovation Corridor	19 November 2020	Review of the effect of the work of the UK Innovation Corridor across the Epping Forest District.
Essex Police / Essex Fire & Rescue Service – Joint Governance	25 February 2020	All Member Briefing. Review of the local operation of joint governance arrangements for Essex Police & Essex Fire & Rescue Service.
Voluntary Action Epping Forest	19 November 2019	Review of work programme of VAEF, in light of the provision of funding support by the Council.
South-East Local Enterprise Partnership	16 April 2019	The success of the LEP in terms of its achievements in the District and the Government's proposals for partnerships to drive economic growth and investment in local businesses.

Manchester Airport Group	29 October 2018	Planned expansion of Stansted Airport and associated infrastructure requirements.
Citizen's Advice Epping Forest District	24 July 2018	Provision of independent advice services for the District's residents.
East of England Ambulance Service	17 April 2018	Local ambulance services following report of Care Quality Commission in 2016.
New City College Epping Forest Campus (formerly Epping Forest College)	16 July 2019	Declined invitation for external scrutiny; other mechanisms being explored by Officers for dialogue with the College.
	27 February 2018	Progress of improvement initiatives following report of Ofsted.
	27 February 2017	Local further education facilities and services, following report of Ofsted.
	1 July 2014	Strategic direction of Epping Forest College, its vision for the future and its relationship with the Community.
Transport for London	29 January 2020	All Member Briefing. Review of proposals for the reduction of peak time Central Line services from Epping, Theydon Bois and Debden from January 2020.
	9 January 2018	Local bus services.
	19 December 2016	Local Central Line services and infrastructure.
Barts Health NHS Trust	28 January 2020	All Member Briefing. Review of proposals by Barts Health NHS Trust for the redevelopment of Whipps Cross Hospital.
	31 October 2017	Progress of improvement initiatives following report of Care Quality Commission.

Barts Health NHS Trust (continued)	23 February 2016	Inpatient, outpatient and emergency service provision at Whipps Cross Hospital, following report of Care Quality Commission.
	9 June 2015	Inpatient, outpatient and emergency service provision at Whipps Cross Hospital, following report of Care Quality Commission.
	1 April 2014	Inpatient, outpatient and emergency service provision at Whipps Cross Hospital, following report of Care Quality Commission.
Essex Highways	18 July 2017	All Member Briefing. Local highway services and infrastructure.
Corporation of London (Epping Forest)	7 June 2016	Public consultation on new management plan for Epping Forest.
Essex Probation Service	28 January 2014	Local probation services through the eyes of an offender.

Stronger Communities Select Committee

Work Programme 2020/21

Chairman: Cllr D Sunger

Stronger Communities Corporate Programme Alignment focuses on corporate objectives and Customer Excellence and partnerships

No.	Item	Deadline	Progress and Comments	Owner (Officer)	Programme of Meetings
1.	Presentation from the Loughton based group GROW Community Garden who help people who are socially isolated.	21 Jul 2020	COMPLETED	Cllr D. Wixley	21 July 2020 15 September 2020 14 January 2021
2.	Impact of Covid-19 on EFDC's Housing Communities	21 Jul 2020	COMPLETED	D. Fenton	30 March 2021 22 April 2021
3.	"What are our customers telling us?"	21 Jul 2020	COMPLETED (a) Quarter 1 report	S. Lewis/ R. Pavey	
		15 Sept 2020	COMPLETED (b) Quarter 2 Report		
		14 Jan 2021	COMPLETED (c) Quarter 3 Report		
		22 Apr - 2021	COMPLETED (d) Quarter 4 Report		
4	Health and Wellbeing Strategy – To consider outcomes for the district.	21 Jul 2020	COMPLETED	F. Ferrari/ G. Wallis	

5.	Universal Credit and its impact on our customers and services	15 Sept 2020	COMPLETED Initial findings and recommended actions from the officer working group	R. Pavey
		22 April 2021	COMPLETED 6 Monthly update report	R. Pavey
6.	Customer Service Strategy	15 Sept 2020	COMPLETED Update on key objectives	R. Pavey
		22 April 2021	COMPLETED 6 Monthly Report	
7.	Digital Inclusion	14 Jan 2021	COMPLETED	
8.	Rough Sleepers	14 Jan 2021	COMPLETED	
9.	Loughton Broadway Report	14 Jan 2021	COMPLETED	R Smith/ D. Fenton
10.	Health and Wellbeing	14 Jan 2021	COMPLETED Verbal update on the Whipps Cross Hospital Development Programme (meeting attended on behalf of EFDC)	Cllr D. Sunger
11.	Presentation from the District Police Commander	30 Mar 2021	COMPLETED Annual Report	C. Wiggins
12.	Community Safety Partnership annual report and review of the district Strategic Intelligence Assessment	30 Mar 2021	COMPLETED Annual Report	C. Wiggins
13.	Social Recovery	22 April 2021	COMPLETED	J. Gould
14.	Six-month report on the work of the Council-funded Police Officers	15 Sept 2020	COMPLETED	C. Wiggins
		30 March 2021	COMPLETED	

15.	Data insight led review of customer service outlets	Report to deferred until the next municipal year.	Options and recommendations for short, medium and long-term options		
16.	Service reviews as a result of performance concerns	TBC		L. Wade	
17.	EFDC Museum Collections	TBC	To consider the high-level action Plan for the programme of work over 3 years, sent out in the Corporate performance Reporting Q3 and requested at O&S on 19.11.20.	J. Gould / L. Wade	
18.	Waltham Abbey Community & Cultural Hub (Feasibility on Epping Forest culture and community hub)	June 2021	Detailed proposal to be considered	J. Gould	

This page is intentionally left blank

**Stronger Council Select Committee
Work Programme 2021/22
Chairman: TBC**

No.	Item	Deadline	Progress and Comments	Programme of Meetings	Lead Officers
1.	Corporate Plan Action Plan (KPI's by exception) – performance scrutiny	Corporate Action Plan KPI's, Q1 Apr, May, Jun – 20 July 2021 meeting Q2 Jul, Aug, Sept - 16 Nov 2021 meeting Q3 Oct, Nov, Dec - 18 Jan 2022 meeting Q4 Jan, Feb, Mar – 14 Apr 2022 meeting Live system reporting – by exception. No pre- distributed reports, projection of live data on the night.		20 July 2021 14 September 2021 16 November 2021 18 January 2022 03 March 2022 14 April 2022	Andrew Small
2.	People Strategy	20 July and 14 September 2021 – 18 January 2022 & 14 April 2022 Project reporting, issues focussed.			Paula Maginnis Jo Budden
3.	Digital Enablement	Prioritisation of Council Technology strategy. Outcome focussed 19 January 2021			Paula Maginnis/ Maryvonne Hassall
4.	Accommodation	20 July and 16 November 2021 – 18 January 2022			Victoria Wright

		Project reporting, issues focussed		
5.	Financial Issues Paper	20 July 2021 Scrutiny of MTFS 21/22 onwards		Andrew Small Christopher Hartgrove
6.	Draft budget scrutiny	20221/23 budget setting 18 January 2022		Andrew Small
7.	Asset Management Strategy	Council asset strategy (new)	Approved by the Cabinet 13/06/19 and referred to Council 30/07/19 for adoption.	Andrew Small
8.	Review of Polling Places, Polling Districts & Polling Stations	July 2021		Gary Woodhall
9.	Review of Local Elections 2021	November 2021		

**Stronger Place Select Committee
Work Programme 2020/21
Chairman: Cllr S Heather**

Stronger Place Corporate Programme Alignment focuses on corporate objectives and our response to Covid-19 recovery.

No.	Item	Deadline	Progress and Comments	Programme of Meetings
1.	Covid-19 – Place	July 2020	COMPLETED - To include reference to: (a) Business support – grant (b) Safer spaces (c) General economic measures and support (d) Local economic business recovery	9 July 2020 29 Sept 2020 12 Jan 2021 29 March 2021
		September 2020	COMPLETED (a) Covid-19 recovery update (b) Safer place (c) Current statistics	
		January 2021	(a) Covid-19 recovery update	
2.	Economic Development: Growth/skills/employment programme	September 2020	DEFERRED to January 2021 (a) Local economic business recovery and resources	
		January 2021	(a) Local economic business recovery and resources (b) Economic improvements (c) Town centre regeneration (d) Digital enablement and gateway	
3.	North Weald Airfield Masterplan Local Plan – update (previously)	July 2020	COMPLETED - To include: (a) Progress / update	
		July 2020	(a) Local Plan progress report including Garden Town and Latton Priory (b) Green Infrastructure consultation update	
	Planning Development and Improvement programme	September 2020	COMPLETED (a) Local Plan Progress report	
		January	COMPLETED (a) Local Plan progress report (b) Green Infrastructure Strategy (c) North Weald Airfield Masterplan progress report	

4.	Climate Change (previously)	July 2020	COMPLETED (a) Climate Change and Sustainable Travel update including recruitment (b) Update on tree planting initiatives
	District Sustainability programme	September 2020	COMPLETED (a) Draft Sustainability Guidance for the District and Harlow Garden Gilston Town
5.	Epping Town sites (previously)	July 2020	COMPLETED - Progress / update
	Town Centre Development	September 2020	(a) Progress Report (re. Council as the landowner)
		January 2021	COMPLETED (a) Leisure Management Contract - performance and progress update (b) Waste Management Contract - performance and progress update
6.	Sheltered Housing Review (previously)	July 2020	COMPLETED - Report and update
	Community Health and Wellbeing Programme	September 2020	COMPLETED - (a) Service charges review
		March 2021	COMPLETED (b) Sheltered Housing
7.	Council Housebuilding programme	July 2020	COMPLETED - Provide plan for 2020/21
		September 2020	COMPLETED - (a) Council housebuilding progress report (and link to creating Great Places programme)
		January 2021	Draft Housing Revenue Account (HRA) Capital Programme 2021/22 to 2025/26